

ESG  
REPORT

2024-2025



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## Executive Director's Message



Sustainable development is an integral part of TELS GLOBAL's strategy and one of the key factors supporting the Company's long-term competitiveness.

We view ESG not as a standalone initiative, but as a comprehensive approach to business management based on responsibility towards our employees, customers, partners and society.

This report for 2024–2025 presents the results of our activities in the social, environmental and governance areas, and outlines the priorities for implementing TELS GLOBAL's ESG strategy for the period 2026–2030.

During the reporting period, particular attention was devoted to the development of human capital, strengthening employee engagement, and building more sustainable supply chains.

We recognize the growing expectations of stakeholders regarding the transparency and quality of ESG data. In response, the Company continues to enhance its system for the collection and management of non-financial information and plans to transition to independent external assurance of its reporting in the future.

**Oleg Germanovich,**  
**Executive Director**  
**TELS GLOBAL**

## ОБ ОТЧЕТЕ

This report is TELS GLOBAL's annual public sustainability report and has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.

The level of disclosure complies with the requirements of the standards.

The report covers the Company's activities for the period 2024-2025.

The reporting perimeter includes TELS GLOBAL legal entities that have a significant impact on the economy, society, and the environment.

The reporting scope includes TELS GLOBAL legal entities that have a significant impact on the economy, society, and the environment.

The company acknowledges that the ESG data collection system is still under development.

During the reporting period, a number of initiatives were launched aimed at standardizing indicators, automating data collection processes, and improving their comparability between divisions.

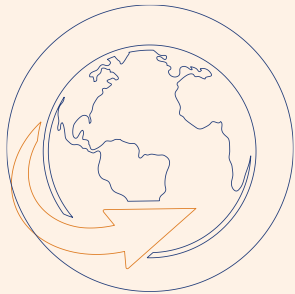
Some of the illustrations in this report are drawings created by the children of company employees.



GRI 2-6



Flexibility of logistics solutions with various shipment schemes developed ensures effective risk management and sustainability of supply under any circumstances.

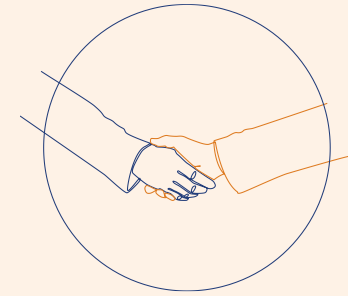


TELS GLOBAL operates throughout Europe and Asia as well as in major routes to/from Africa and America with the possibility of arranging shipment for its customers from anywhere in the world with quality, reliably, and on time.

# TELS GLOBAL

FORWARD TOGETHER

is an international logistics provider implementing integrated transport-logistics solutions using all modes of transport, warehouse, insurance, financial, and other related services.



Long-term partner relations with customers and contractors are the ultimate value at TELS GLOBAL enabling to maximize the results of business development of all participants.



The pursuance of innovative development and comprehensive digitalization of the workplace makes TELS GLOBAL a convenient and transparent logistics partner with unlimited opportunities for more effective cooperation.

**24** years of logistics expertise

**730**  
destinations



**500+** professionals

transportation  
across

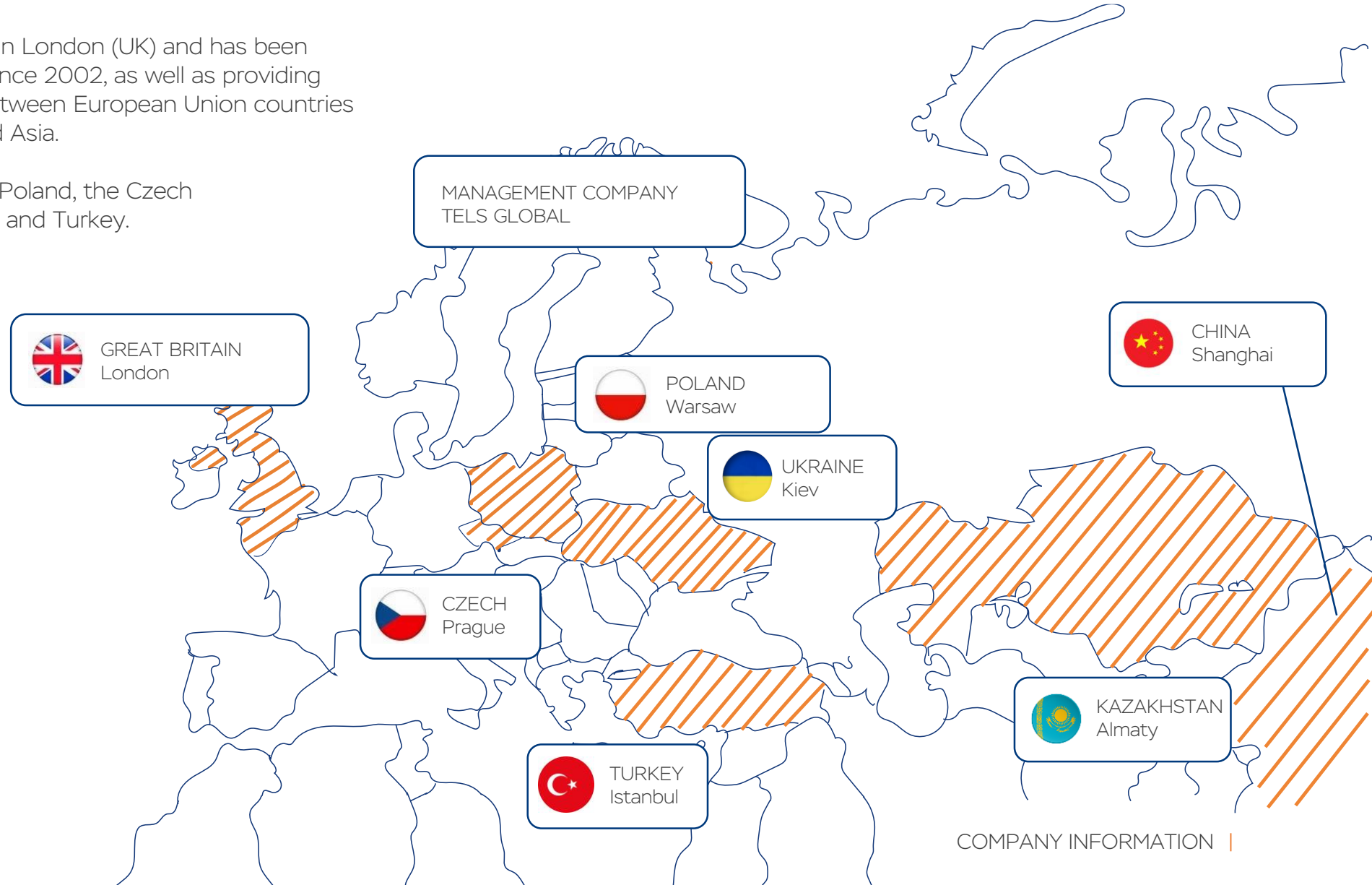
**92**  
countries

**1,700+** clients annually

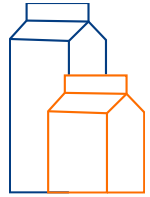
# GEOGRAPHY TELS GLOBAL

The company was founded in 2001 in London (UK) and has been operating in the European market since 2002, as well as providing import and export transportation between European Union countries and countries in Eastern Europe and Asia.

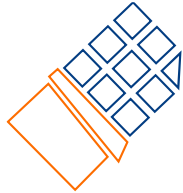
The company has offices in the UK, Poland, the Czech Republic, Ukraine, China, Kazakhstan, and Turkey.



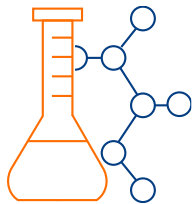
# INDUSTRY EXPERIENCE



Packaging (Cellulose, paper and carton)



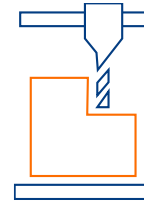
Food products, including tea, coffee, sweets, spices, canned goods, etc.



Chemical industry (hydrocarbone, minerals, polymers, glass and plastic containers)



FMCG (cosmetics, household chemicals, hygiene products, etc. )



Engineering and industrial equipment



Home appliances and electronics, including mobile phones and accessories



Automotive and agricultural machinery, including parts, spare parts and tires

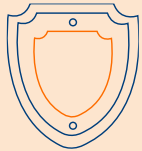


Alcohol and non-alcohol beverages, carbonated and still drinks, juice, water

# Road freight FTL and LTL



Optimizing delivery schemes based on the customer's needs and priorities



Cargo insurance at profitable rates



Assistance with documentation and customs clearance



Cargo handling during transportation: repacking, labelling, marking, etc.



Carrier pool is created according to Customer's needs from those who have passed the obligatory verification procedure and comply with the requirements, with further performance control by KPI.

# AIR FREIGHT FORWARDING



Wide geographic range.  
All major departure airports



Defining the best route and  
booking air cargo containers



Optimization of storage and  
inventory costs, reduction  
of packaging costs



Passenger, cargo and charter  
flights



We work only with direct agents  
in the countries of departure

Door-to-door and airport-to-airport delivery of cargo from anywhere in the world by passenger, cargo and charter flights.



## DDU/DDP SERVICE IN THE COUNTRIES OF DESTINATION

- terminal handling of cargo upon arrival
- customs clearance to the consignee
- delivery to the consignee

# CONTAINER FREIGHT FORWARDING

CONTAINER (FCL AND LCL) TRANSPORTATIONS WITH A FULL RANGE OF RELATED SERVICES



Optimized routes and transportation conditions



Online tracking along the train line



Detailed preliminary calculation of rates for railway transportation from departure to destination point



Reloading of goods en route from one vehicle and / or mode of transport to the other



Payment of additional rates and services – declaring, agenting, customs duties, cargo protection, etc.



Cargo protection and insurance at profitable rates



Seamless workflow and direct contracts with shipping lines, intermodal operators, local agents



# SEA FREIGHT FORWARDING

COMPREHENSIVE DOOR-TO-DOOR SERVICE, INCLUDING:



Development of individual delivery schemes based on the peculiarities of customer's business



All types of services related to terminal cargo handling



Assistance with documentation and customs clearance



Cargo insurance at profitable rates, etc.

FCL and LCL container shipments by sea, Ro-Ro oversized cargo transportation.



## OUR PARTNERS:

- direct contracts with shipping lines, multimodal operators, local agents;
- consolidation warehouses in China and the USA.

# OUR BRAND CODE



## VISION

To be a recognized leader in the efficiency and quality of transport and logistics services provided. To ensure sustainable growth of the company's and its customers' business based on developing relations while creating and implementing simple and convenient solutions, introducing advanced technologies.



## MISSION

To promote international trade by facilitating our customers' business, offering perfect schemes of shipment from anywhere in the world with quality, reliably, and on time.



## VALUES

- Customer-oriented approach
- Commitment to results
- Teamwork
- Flexibility
- Innovation
- Responsibility



## SELF-PRESENTATION

Logistics partner for market leaders



## PRODUCT

Ecosystem for management of transport and logistics services

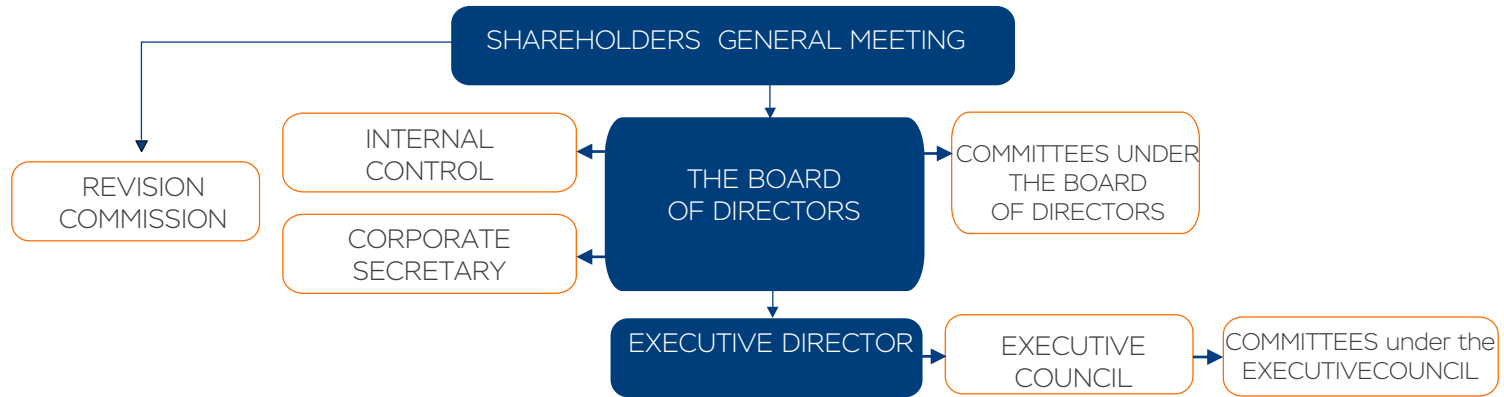


## STYLE

- We're open
- We're reliable
- We're energetic
- We're effective
- We're experts



# CORPORATE GOVERNANCE



TELS GLOBAL has established a corporate governance system that includes a Board of Directors, an Executive Board, specialized committees, and internal control bodies. The company consistently implements and develops the necessary corporate governance mechanisms, procedures, and regulations, ensuring transparency in decision-making, effective control, and sustainable business development.

Corporate governance is seen as a key element of the ESG agenda and serves as the basis for responsible business conduct. Current management practices are aimed at complying with business ethics principles, managing risks, taking into account the interests of stakeholders, and integrating ESG factors into the company's strategic and operational decisions.



# CORPORATE GOVERNANCE

The powers of the Board of Directors, the procedure for its formation, and the rights and obligations of its members are set out in the Company's internal documents.

The Board of Directors is the Company's management body that is substantially involved in the ESG agenda.

As a rule, the Board of Directors meets at least once a month, with the overwhelming majority of the Board of Directors meetings over the last year being held in person.

The composition of the Board of Directors is formed annually by the General Meeting of Shareholders.

When forming the composition of the Board of Directors, the most important guideline is the overall balance of knowledge and skills of the Board members required for efficient work and achievement of the Company's strategic goals.

When nominating and electing members of the Board of Directors, their professional skills and education, experience in various aspects of the Company's operations and impeccable reputation are taken into account. The independence of the Board of Directors of the Company is ensured by, among other things, electing independent directors and regularly assessing their compliance with the independence criteria.

The rules for operation of the corporate governance system are fixed in the following documents of the Company:

- Regulations on the General Meeting of Shareholders
- Regulations on the Board of Directors
- Regulations of the Executive Board
- Regulations on the Executive Director
- Regulations on Committees under the Board of Directors
- Regulations on the evaluation of performance assessment of corporate governance bodies corporate governance bodies
- Regulations on the Corporate Secretary secretary

# RISK MANAGEMENT

Risk management principles followed by TELS GLOBAL:



A designated person to address risks when they do arise



Contractors' selection and monitoring of their performance



Staff's risk awareness of potential risks



A quality management system



Continuous staff training



A reliable information system with immediate response to deviations

The risk management system is closely integrated into all of the Company's processes, which allows us to regularly identify and assess risks, prioritize them and take necessary measures.

Detailed information about the Company's key risk management system can be found in the report for the 22-23 year, pp. 20-30

# INTERACTION WITH STAKEHOLDERS

The Company regularly interacts with key stakeholder groups, including employees, customers, partners, suppliers, regulators, and the professional community.

Based on an analysis of stakeholder expectations and an assessment of the actual and potential impact of the Company's activities, an analysis of material ESG topics was conducted.

The most significant topics include:

- Employee health, well-being, and development
- Attracting and retaining talent
- Supply chain resilience
- Climate and environmental risks (Scope 3)
- Business ethics and compliance
- Transparency and quality of ESG reporting

# SUSTAINABLE DEVELOPMENT

The TELS GLOBAL business model does not involve owning transport assets or carrying out production activities.

The Company's main impact on the environment and society is through the management of logistics processes, interaction with partners, and the development of human capital.

TELS GLOBAL shares the values of sustainable development and consistently implements ESG approaches in its activities. For the company, following ESG principles means conscious participation in sustainable development, systematic work to improve its own performance, and the implementation of a comprehensive approach to sustainability in all key business processes.

Within each area of sustainable development, TELS GLOBAL implements initiatives and projects aimed at improving the quality of life and ensuring the safety of all stakeholders.

The company has adopted a Sustainable Development Strategy for 2026-2030.



# SUSTAINABLE DEVELOPMENT

## Important Sustainable Development Goals

The objectives that the company influences and takes into account in developing its own strategy are listed in the “important” column.

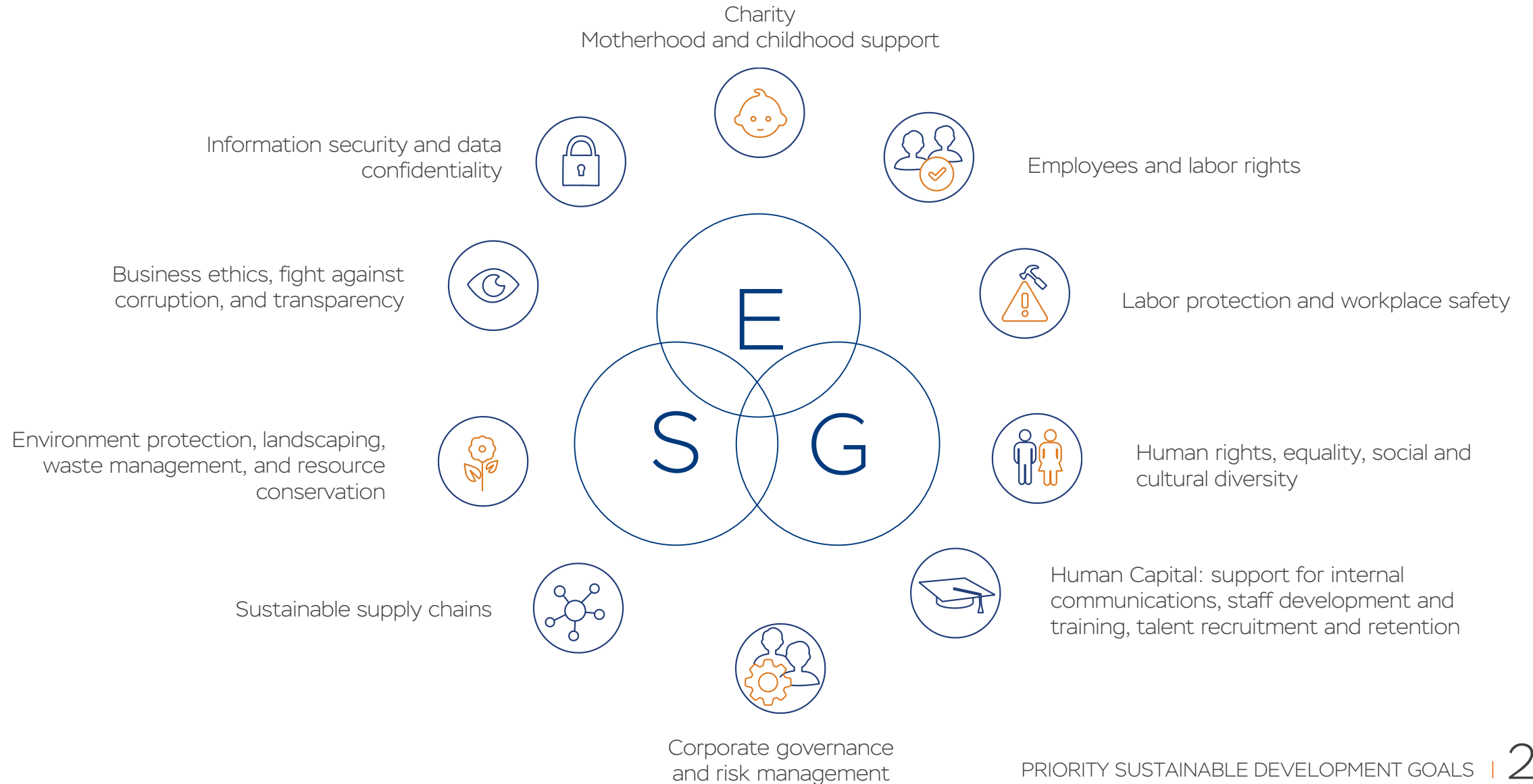
## Priority Sustainable Development Goals

The objectives on which the company has the greatest influence and which are its priority are listed in the “Priority RM objectives” column.



Other objectives that the company influences to a lesser extent.

# ESG STRUCTURE OF TELS GLOBAL



# PERSONNEL

Social responsibility is a key priority of TELS GLOBAL's ESG strategy. We view investment in our employees as an investment in business sustainability, service quality, and long-term customer relationships.



# PERSONNEL

## RECRUITMENT AND MANAGEMENT

TELS GLOBAL has created a comfortable and inclusive work environment, ensuring safe and fair working conditions.

In the ESG structure, TELS GLOBAL pays great attention to its employees: attracting, retaining and developing talented professionals.

Interaction with employees is carried out in strict compliance with the laws of the countries of presence.

As part of maintaining a competitive position in the labor markets of the countries where TELS GLOBAL operates, the Company uses the Human Capital Management system.

TELS GLOBAL has created a comfortable and inclusive working environment, safe and fair working conditions have been created.



# PERSONNEL EMPLOYEE PORTRAIT

75%

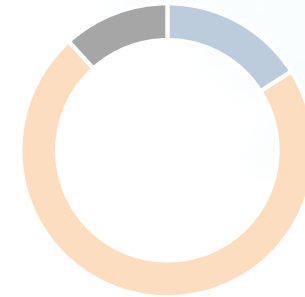
woman



25%

man

Total number of employees  
by age group



■ up to 30 ■ 30-50 ■ over 50

5,4

years – average length  
of employment

## GOVERNING BODY COMPOSITION:

71%

man



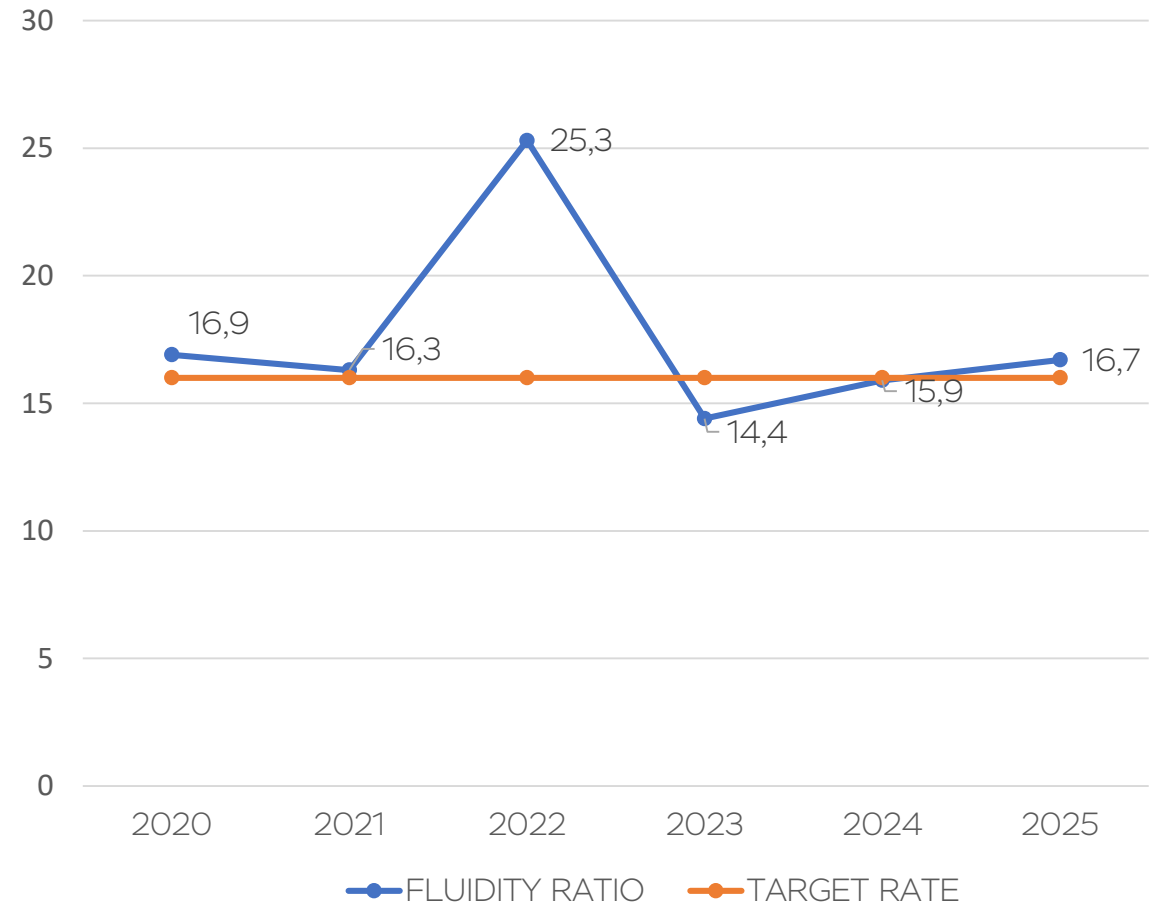
29%

woman

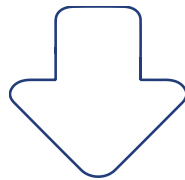


# PERSONNEL TURNOVER

Against the backdrop of challenging economic conditions in 2022, the Company experienced some staff turnover, which led to an increase in the annual turnover rate. Subsequently, the Company returned to pre-crisis levels. The results for 2025 are partly due to redundancies initiated by the Company in connection with the optimisation and reorganisation of certain departments.



COMPANY ATTRACTIVENESS  
AS AN EMPLOYER



OVER 86.5%  
OF OFFERS APPLICANTS ACCEPT

# PERSONNEL

## ENGAGEMENT AND SATISFACTION

TELS GLOBAL pays attention to feedback from employees. The company conducts an annual satisfaction and engagement survey.

As part of its ongoing improvement of HR approaches, the company has revised its tools for assessing employee engagement and satisfaction. In 2024, it switched to using the Likert scale, which allows it to obtain more accurate, comparable, and analytically meaningful data that reflects the real moods and expectations of its staff.

The slight decline in indicators in 2025 compared to 2024 is primarily due to the transition to an updated assessment methodology based on the Likert scale, which provides more critical and differentiated feedback. The new tool allows employees to express their opinions more accurately, which may have affected the level of aggregate indicators.

At the same time, the results obtained are considered a more objective basis for analysis and further improvement of working conditions, engagement, and the effectiveness of internal processes, rather than an indicator of a significant deterioration in the situation.



# ПЕРСОНАЛ АДАПТАЦИЯ



The Company has

REGULATIONS on personnel selection

that govern the selection of candidates with the aim of introducing a systematic approach and regulating the process of attracting, searching for, and selecting personnel at TELS GLOBAL.

The onboarding procedure, or adaptation process, plays a key role in the speed and quality of a new employee's integration into work processes. The success of a professional start and the level of employee engagement largely depend on how structured and clear this stage is.

At TELS GLOBAL, we are convinced that a well-designed adaptation system is the most important foundation for long-term cooperation. Effective support for new employees contributes to their rapid professional development, increased productivity, loyalty, and, as a result, the retention of valuable specialists in the company.

The procedure for employees to pass their probationary period and the organization of the adaptation process is regulated by the



REGULATIONS on Personnel adaptation.

# PERSONNEL ADAPTATION

Adaptation training during the probation period consists of three blocks.

The program of the 1st stage “Introduction to the Company” includes 16 topics + testing, which all newcomers pass.

The “Getting to know the Company” block includes such topics as:

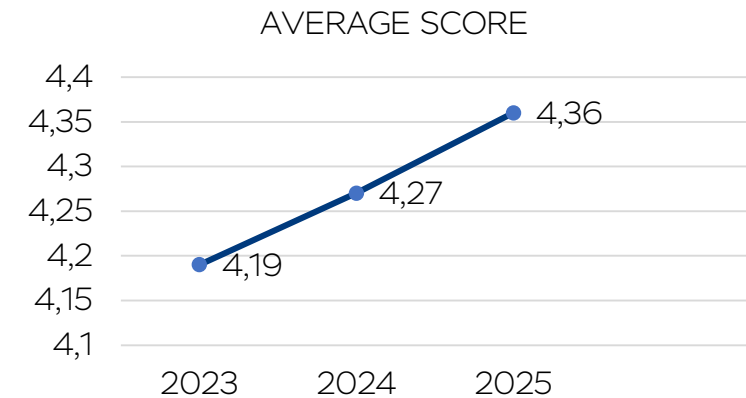
- Safety.
- Human resources policy.
- Sustainability.
- Human Rights .etc.

The 2nd stage program “Freight Forwarder School”, which lasts 2 weeks and ends with a test, is attended by employees of operational, sales, insurance and legal departments.

The program of the 3rd stage “Company Features”, which consists of seven topics, can be attended by newcomers from any departments.

A score of at least 4 out of 5 is considered a positive assessment of how well newcomers to the company have absorbed the training material. This is due to the continuous improvement of the induction training programs and a more structured presentation of the material. The average test score for new employees is constantly increasing. The development of mentoring and the use of uniform training standards have an additional impact, helping new employees to better absorb information and master key knowledge more quickly.

In 2024, the proportion of probationary employees, amounted to 88,4%



# PERSONNEL

## TRAINING AND DEVELOPMENT

The purpose of personnel training is to form and maintain the necessary level of personnel qualification, taking into account the requirements and prospects of the Company's development.

In addition to Adaptation training, the personnel training system includes Internal training with external trainers and internal experts and External training (more often individual specialized training).

The Company has

➔ Regulations on TG Personnel Training and Development

TELS GLOBAL has a highly developed mentoring program. The company encourages employees to share their knowledge and expand the team of internal experts. Over the past 24-25 years, the number of company employees who are internal experts providing training on various topics has grown to 11%.



The company has a **CORPORATE LEARNING PORTAL**. This platform was created to become a successful provider in the development of professionalism and competencies of employees. It not only contains materials for corporate training of newcomers, e-books and video content, but also allows employees to see their performance results, participate in and conduct webinars, and discuss important and exciting topics in forums via their personal accounts.

# ПЕРСОНАЛ

## ОБУЧЕНИЕ И РАЗВИТИЕ

TELS GLOBAL has a system for evaluating employee performance, determining suitability for a position, and assigning a grade.

In order to assess the potential of employees based on a competency model, identify their strengths, determine areas for development and growth, and plan the careers of employees within the company, a procedure is carried out to evaluate employees and assign them to the appropriate grade.

There are five grades, and the frequency and procedure for conducting evaluations is set out in the



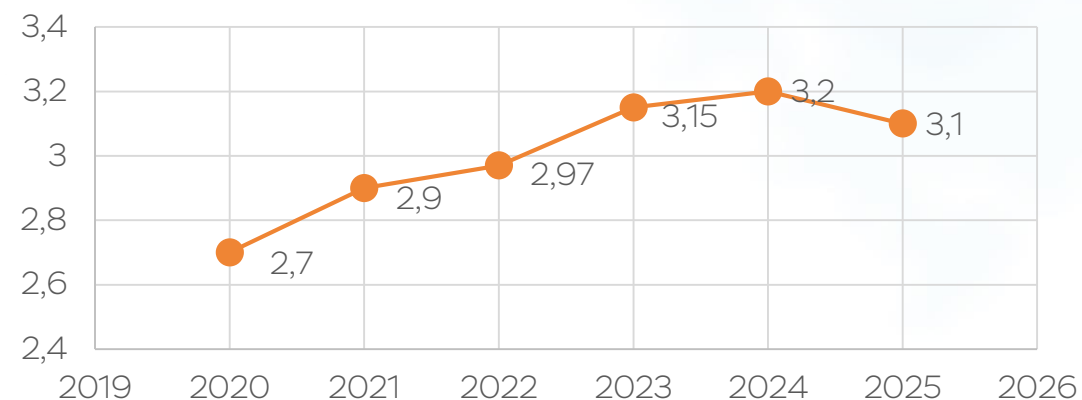
### REGULATIONS on personnel certification

Consistently high average class ratings testify to the effective system of personnel selection, development, and retention established at TELS GLOBAL.

The company consistently invests in employee training, the development of key competencies, and internal career tracks, which allows it to maintain a high level of professional training.

In addition, regular certification and transparent evaluation criteria contribute to the objective assignment of classes and motivate employees to continuously develop, which has a positive impact on the stability of indicators from year to year.

MEDIUM CLASS of employees at TELS GLOBAL,  
2020 - 2025



# PERSONNEL

## TRAINING AND DEVELOPMENT



TELS GLOBAL has in place

➔ APPLICATION on personnel business career management

Objectives of business career management in the company:

- effective development of human capital in the company;
- compliance with business development requirements in accordance with strategic goals and objectives;
- increasing the level of personnel involvement;
- retention of accumulated experience and competencies in the company; increasing employee motivation;
- timely fulfillment of the company's need for competent personnel; reduction of personnel turnover.

**95%** of vacancies for executive positions in 2023 were closed by internal appointments. In 2025, this figure was **98%**

Personnel development plans are based on needs identified as a result of performance appraisals, requests from departments and analysis of feedback on training received.

# PERSONNEL

## SOCIAL PACKAGE and COMFORTABLE WORKING CONDITIONS

One of the main objectives of TELS GLOBAL is to provide an attractive, safe and inclusive place to work, to ensure decent working conditions for all employees and to continue to improve the working environment for all our employees.

The company's social support system for its employees is regulated by

→ STATEMENT on the structure of the social package for employees

Physical well-being

To ensure physical well-being, TELS GLOBAL pursues a consistent policy of popularizing healthy lifestyle, supports employees in sports and participation in competitions.

TELS GLOBAL has adopted

→ POLICY on healthy lifestyle

In 2023, the company established a Running Club, which organizes general activities (running training, competitions between employees). Club members become participants in various running competitions.

A physiotherapist was invited to the office to ensure comfortable working conditions for employees.



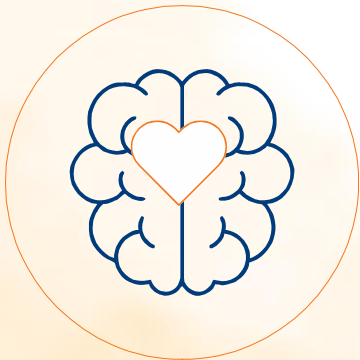
# PERSONNEL

## SOCIAL PACKAGE and COMFORTABLE WORKING CONDITIONS



### VHI

The Company reimburses the cost of voluntary medical insurance for employees with 5 years or more of service with the Company. Employees from the first year of employment can pay for the insurance themselves under special terms and conditions for corporate clients.



### Mental well-being

TELS GLOBAL pays special attention to psychological support for employees. Stress Resistance, Emotional Intelligence, and Stress Management courses are available on the Corporate Training Portal. As part of the system of Hobby Clubs established in 2023, the Book Club meetings included topics on emotion management, conflicts and their resolution. As part of the club meeting, tips on how to support oneself and loved ones in conditions of uncertainty, how to cope with emotions and be able to control them were discussed.

# PERSONNEL

## SOCIAL PACKAGE and COMFORTABLE WORKING CONDITIONS

### Other benefits and compensations:

- additional days of corporate vacation for executives
- Additional days of paid leave for significant or complex events (wedding, death of a close relative)
- a paid day off on an employee's birthday. If an employee's birthday falls on a weekend or a holiday, the day off shall be granted either on the eve of the birthday or on the first working day following the birthday
- Reimbursement to employees for the actual costs of mobile communication expenses incurred on business trips, outside working hours and on holidays
- participation of employees in corporate holidays paid for by the Company

- payment for New Year gifts for children of the Company's employees up to and including 15 years of age
- Christmas gifts for employees
- financial assistance to the employees on the occasion of marriage, childbirth, death of a close relative (parents, children, siblings);
- one hour shorter working day on Fridays

### CURRENT DOCUMENTS :

- ➔ HUMAN RIGHTS POLICY
- ➔ EQUAL OPPORTUNITY POLICY

# PERSONNEL

## MOTIVATION and FAIR PAY

TELS GLOBAL has a

➔ Business career management POLICY.

Business career management is a set of measures to plan, organize, motivate and control the growth and development of an employee based on his/her goals, needs, opportunities, abilities and aptitudes, as well as based on the goals, needs, opportunities and socio-economic conditions of the company.

The principles and approaches to personnel remuneration are set out in the section on salary

➔ POLICY depending on the employee's grade of the Regulations on Business Career Management, and are also regulated by the legislative acts of the countries where the Company operates.

The company's salary policy allows to determine and set remuneration levels acceptable for all positions based on a comparison of the employee (grade) level in the company with the level of salaries in the labor market. For this purpose, the company implements a process of salary market research. Salary market research is carried out twice a year (April/November) by employees of TELS GLOBAL HR departments.

Each position in the company is assigned a salary grid, which provides for the introduction of a minimum and maximum salary instead of a fixed salary. The amount of an employee's salary depends on his/her grade. Thus, the salary grid forms an individual approach to the formation of employee salaries depending on the level of the position and the employee's qualification level, as well as guarantees the principle of equal remuneration and the level of remuneration not lower than the minimum wage guaranteed by the legislation.



# PERSONNEL

## WORKPLACE SAFETY

TELS GLOBAL adheres to a comprehensive approach to employee safety. The main documents determining the functioning of the labor protection, industrial and environmental safety system in the company are the following



POLICY in the field of labor protection, as well as additional local regulatory documents in accordance with the legislation of the countries of operation.

### OCCUPATIONAL HEALTH AND SAFETY TRAINING

Regular briefing of employees is one of the elements of occupational safety training. As part of adaptation training, all employees study occupational safety instructions and instructions on how to act in emergency situations. Employees may report any identified occupational risks or hazardous situations to their immediate supervisor or send a notification to a special e-mail address. It is unacceptable to take retaliatory measures or sanctions against employees who report work-related risks, dangerous situations, or discriminatory actions.

The corporate action plan annually includes measures to improve working conditions (current repairs, equipment upgrades, etc.), prevent diseases (vaccination), reduce injuries and prevent accidents (information, special information columns on the internal corporate portal). First aid training is conducted annually in TELS GLOBAL offices.

In 2024-2025, the Lost Time Injury Frequency Rate (LTIFR) for the company's employees was 0.

Number of grievance referrals for 2024-2025 0.



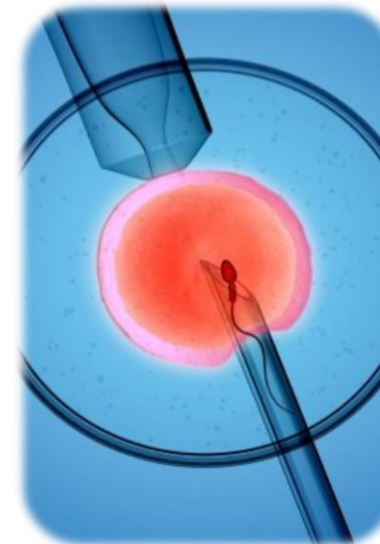
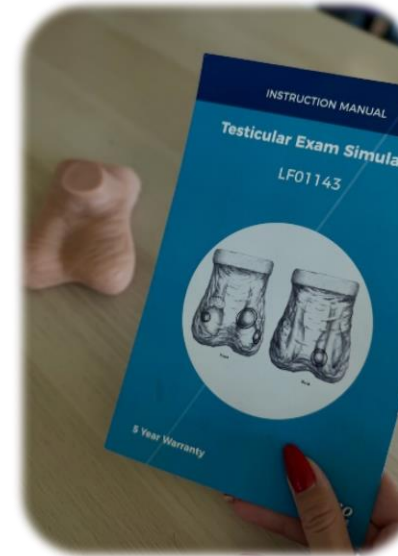
# PERSONNEL HEALTH CARE

TELS GLOBAL supported the international **Pink October** campaign.

As part of the campaign, an educational lecture on breast cancer prevention was organized.

As part of the **Movember** campaign, an educational event called “Grow a Mustache” was held.

A talk with a reproductive specialist entitled “**Delayed Motherhood: Balancing Career and Personal Plans**” was organized for the company's female employees, focusing on the topic of delayed motherhood and ways to preserve reproductive potential. The discussion focused on how modern medical technologies help women flexibly plan their future and build their careers without giving up their plans for motherhood.



# PERSONNEL

## HUMAN RIGHTS, EQUALITY, SOCIOCULTURAL DIVERSITY

Since 2023, a course on human rights has been introduced into the company's employee adaptation plan. 68% of office employees have completed this course.

The goal for 2024 is to increase the percentage of employees trained in Human Rights to 100%.

TELS GLOBAL adheres to the principle of zero tolerance for discrimination of any kind. The Company's employees may report any identified occupational risks and hazardous situations to their immediate supervisor or send a notification to a special e-mail address.

Number of human rights complaints during 2024 и 2025 - 0.

TELS GLOBAL employs people with various types of disabilities (0.5 percent of the total number of employees), for whom a comfortable and inclusive environment has been created.

### CURRENT DOCUMENTS :

- ➔ HUMAN RIGHTS POLICY
- ➔ EQUAL OPPORTUNITY POLICY
- ➔ COMPLAINTS AND WHISTLEBLOWING PROCEDURE



# PERSONNEL

## MOTHERHOOD AND CHILDHOOD SUPPORT

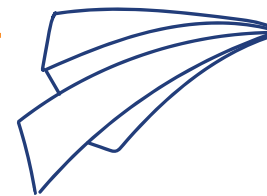
Supporting motherhood and childhood is an integral part of being a socially conscious organization and creating a safe working environment for its employees. The Company invests in activities and supports initiatives that promote comfortable motherhood and childhood.

### AS REALIZED:

- To address family issues with children, employees with two or more children of preschool and school age are entitled to 2 additional paid days off per year;
- In case of illness, employees have the opportunity to be absent from work for 2 working days per year without issuing a certificate of incapacity for work (sick leave);
- Payment for gifts for children of the Company's employees up to and including 15 years of age;
- Material assistance to employees on the occasion of wedding, birth of a child, death of a close relative (parents, children, siblings);
- Christmas competition of creative works by children of employees with a prize fund;
- «Best Diary» contest with valuable prizes for the best students;
- First grader's kits - gifts for employees' children going into first grade;
- Health resort recuperation of employees and their children - an opportunity to get a voucher to a health resort with a subsidy from the state.

# PERSONNEL

## MOTHERHOOD AND CHILDHOOD SUPPORT



Quest as part of Open Day for employees' children



Christmas creative works contest



First-grader kits



# SOCIAL PROJECTS



# СОЦИАЛЬНЫЕ ПРОЕКТЫ ВОЛОНТЕРСТВО

Company employees often initiate charitable campaigns.

All charitable campaigns in which TELS GLOBAL participated during the year are listed in the "Calendar of Good Deeds."

During 2025, several charitable fundraisers were held to help children and children's shelters, campaigns to help animal shelters, as well as a campaign for a nursing home and disabled people.

As part of the Volunteer School project, we introduce employees to local charitable organizations and inform them about various campaigns run by foundations.



Charity soccer match



Visit to the cancer center

# OUR PLANET



# OUR PLANET

## ENVIRONMENTAL ASPECTS OF OPERATIONS

### Minimization of resource consumption

All the Company's offices are equipped with equipment using energy-saving materials and technologies, which helps to reduce electricity consumption.

The Company practices the refusal of paper documents and reduction of courier services by switching to electronic document management.

Thanks to a consistent policy of minimizing resource consumption, expenses were reduced by 4% in 2023.

### ECOPROJECTS. ECO-VOLUNTEERING

Lid collection containers have been installed in all Company offices as part of the # BLUELIDCAMPAIGN project. The collected material is turned in for recycling on a commercial basis and the funds are donated to charity. Over 100 kilograms of lids were collected in 2023.

The Company's eco-procurement policy stipulates that at least 60% of branded souvenir products must be made of recycled or eco materials.

# OUR PLANET

## ENVIRONMENTAL ASPECTS OF OPERATIONS



In honor of each employee's birthday and work anniversary, we present a certificate stating that the company has planted a tree in honor of the occasion. Our key clients also receive similar tree planting certificates as a token of gratitude for their fruitful cooperation, symbolizing that our relationship will only grow and become stronger, just like the trees that have been planted.

In 2025, the Warsaw office moved to new premises. The office is now located in a business center that uses energy from renewable sources. Thanks to the implementation of environmentally friendly solutions, the complex has received the prestigious BREEAM green building certificate at the Very Good level.



# OUR PLANET

## ENVIRONMENTAL ASPECTS OF OPERATIONS

### ENVIRONMENTAL TRAINING

ESG and Sustainability at TELS GLOBAL” and ‘Environmental Aspects of the Company's Operations’ course is included in the employee adaptation program starting from 2022.

### CARING FOR PLANT AND ANIMAL

LIFEAs part of the ESG strategy, we must commit ourselves to preserving biodiversity on earth. This important mission is carried out by zoos, among others. TELS GLOBAL Polska Sp.z.o.o. continues to care for its ward - the meerkat Freight



### OUR CONCERN FOR THE ECOLOGICAL BALANCE OF THE PLANET INCLUDES:

- Maintaining the company's environmental management system in accordance with ISO 14001.
- Minimizing the consumption of natural resources.
- Ensuring the safe disposal of waste.
- Selecting suppliers that strictly adhere to environmental standards.
- Compliance with the requirements of environmental legislation.
- Implementation of the Sustainable Eco-Procurement Policy.

# SUSTAINABLE SUPPLY CHAIN

Since adopting the Company's ESG strategy, we have taken the first steps towards establishing a sustainable supply chain.

This work is systematic in nature and will be continued consistently, including the implementation of new initiatives and the development of partnerships in accordance with the principles of sustainable development.



# SUSTAINABLE SUPPLY CHAIN

## EMISSIONS CO<sub>2</sub>

Starting in 2022, TELS GLOBAL began tracking emissions during road transportation.

The figure for 2024 is 2024 - 0.738 kg/km  
The figure for 2024 is 2025 - 0.729 kg/km  
Target for 2026 - reduce emissions by 5%

Measures to reduce the rate:

- The use of intelligent routing systems (HOGS), which help avoid unnecessary kilometers and reduce travel time, directly reduces fuel consumption and emissions CO<sub>2</sub>.

- Replacing or partially renewing the fleet in use with more environmentally friendly models such as Euro-6, or switching to hybrid trucks if possible.

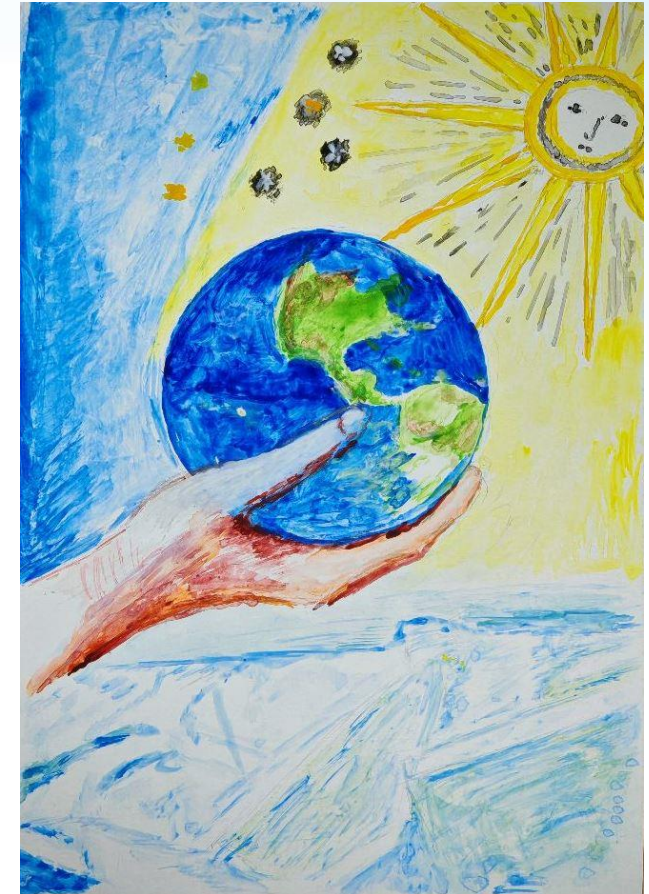
- Organization of transportation with maximum transport load (in case of LTL groupage cargoes), which will reduce the number of trips and, accordingly, emissions per unit of cargo.

- Use of biodiesel or other alternative fuels on certain routes (or portions thereof), which would also reduce the carbon footprint.

In order to establish the minimum rational standards and requirements (ethical, social, environmental and quality) that are mandatory for any supplier having a contractual relationship with TELS GLOBAL, the following is signed TELS GLOBAL, sign

➔ SUPPLIER CODE OF CONDUCT.

➔ QUESTIONnaire for the annual evaluation of suppliers.



# SUSTAINABLE SUPPLY CHAIN CODE OF BUSINESS CONDUCT

TELS GLOBAL values each user, customer and partner and builds relationships based on mutual trust and respect. TELS GLOBAL has adopted a Code of Business Conduct (hereinafter referred to as the Code), as well as TELS GLOBAL Corporate Standards. These documents clarify the fundamental points in the conduct of business, describe the responsibility of employees to the Company, society and each other.

Corporate standards promote the acquisition of the necessary understanding, knowledge and skills, help to familiarize with the Company's Corporate Culture, acquire role models and become a full member of the team.

The Code is designed to ensure consistency in employee actions. At the same time, we are aware that no single document can regulate all areas of relations. No provision of the Code should contradict local legislation, which takes precedence. The Company regularly conducts internal and external audits of compliance with the Code of Business Conduct, control of completeness and correctness of data presentation in accounting reports and compliance with applicable laws and internal regulatory documents of the Company, including the principles and requirements established by this Code.



# SUSTAINABLE SUPPLY CHAIN

## SUPPLIER CODE OF CONDUCT



TELS GLOBAL strives to develop long-term and mutually beneficial relationships with its Partners who share similar values with the Company and conduct business in compliance with legal, ethical, and environmental standards.

All partners with whom the Company has business relationships in various countries are aware that we are committed to conducting our activities in accordance with values that are an integral part of doing business. We respect the traditions and cultures of the countries in which we do business and are responsible for ensuring that any commercial transactions do not directly or indirectly contribute to human rights violations.

In an effort to continuously develop and strengthen our partnerships based on openness, cooperation, and mutual respect, we have created



a Supplier Code of Conduct.

This Code is based on the belief that sustainable development is fundamental to our long-term commercial success and should be reflected in our relationships and actions in the marketplace, in the workplace, and in society.

# RESPONSIBLE SUPPLY CHAIN

## CARRIER'S CABINET

The Carrier's Office is a comprehensive information system for our carriers, created by TELS GLOBAL, which provides tools for operational management of relations with the Company.

As part of its digital transformation strategy and efforts to increase supply chain transparency, TELS GLOBAL is developing its own digital platform, "Carrier's Office." The system was launched in 2018 as a basic tool for operational interaction (order distribution, financial monitoring). In 2025, we completely revamped the platform (v 2.0), shifting the focus from simple document management to partner experience, data security, and ESG compliance.

Data zlecenku	Nr zlecenia	Nr auta	Kierunek	Trasa	Kontrahent	Osoba kontaktowa
15.01.2025 15:00:00	62526010028		GB - FR	CHR24TG-PORT-SUNLIGHT-GB-21119-FAUVERNEY-FR	Baltic Transline UAB	Joana Lukaszko
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14.01.2025 6:00:00	84726010260	LFA411HN887	FR - IT	38070, SAINT QUENTIN FALLAVIER / FR - 38070, SAINT QUENTIN FALLAVIER / FR - 10078, VENARIA REALE (TO) / IT	Baltic Transline UAB	Anastasiya Shtukova
13.01.2025 11:30:00	55526010003	LB6561AWS0AS1	PL - IT	61017, POZNAN / PL - 61050, PASTORANO / IT	TRAMEX Sp. z o.o.	Michał Jasnowski
12.01.2025 0:00:00	00026010103	AP9505/A2900E5	RU - BY	142712, ГОРЬКА ПЛЯМІ КІМІЕ / RU - 223003, ПУТНОРОДСКОГО/СКОЙ С/С / BY	Delex Import LTD	Evgeniya Zelenchuk
08.01.2025 18:00:00	05525120117	WSC931CAWSCWY03	IT - PL	41036, MEDOLLA / IT - 05070, RIOME / PL	TRAMEX Sp. z o.o.	Polina Gilevich
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17.12.2025 8:00:00	84725120565		DE - RS	84453, MUELLENDORF / DE - 21009, NOVI SAD / RS	BENEXTRA DOO	Yulia Bedrij

# RESPONSIBLE SUPPLY CHAIN CARRIER'S CABINET

Key aspects of the office for sustainable development

## Sustainable procurement and ESG management

The central innovation of the 2025 version is the dedicated ESG module. This digital space allows us to automate the implementation of sustainable development standards among suppliers:

- A single repository for the Supplier Code of Conduct, environmental certificates, and regulations.
- The mandatory review and acceptance of company policies ensures legal transparency and ethical consistency throughout the supply chain.
- Access to the system is granted to strictly verified partners (KYC procedure), and the updated functionality of the carrier card allows you to track the validity of insurance policies and licenses in real time.

## Efficiency and reduction of environmental impact

The platform aims to minimize paper document flow and optimize transport flows:

- Convert invoices, requests, and confirmations into digital format with quick access to documents “in one click.”
- Optimization of loads. The launch of an internal Transport Exchange has been announced, which will enable suppliers to quickly find loads for return trips, reducing empty runs and, as a result, CO2 emissions.



# RESPONSIBLE SUPPLY CHAIN

## CARRIER'S CABINET

Key aspects of the office for sustainable development

### Information safety

To protect our partners' data and commercial information, we have implemented enterprise-level standards:

- Two-factor authentication (2FA), Regular verification of contact details.
- Algorithms for automatic blocking in case of suspicious activity.
- Transparency and business ethics

We guarantee honest and open relationships with our counterparties through clear interface solutions:

- Intuitive status bars for accounts and payments eliminate misunderstandings in financial matters.
- The built-in messenger links correspondence to a specific order, creating a transparent digital trail of all agreements, which reduces corruption risks and disputes.



The updated “Carrier's Office” is not just an IT solution, but a key element of our CSR strategy. It allows TELS GLOBAL to build transparent, secure, and effective relationships with partners, promoting the principles of sustainable development throughout the supply chain.

# BUSINESS ETHICS



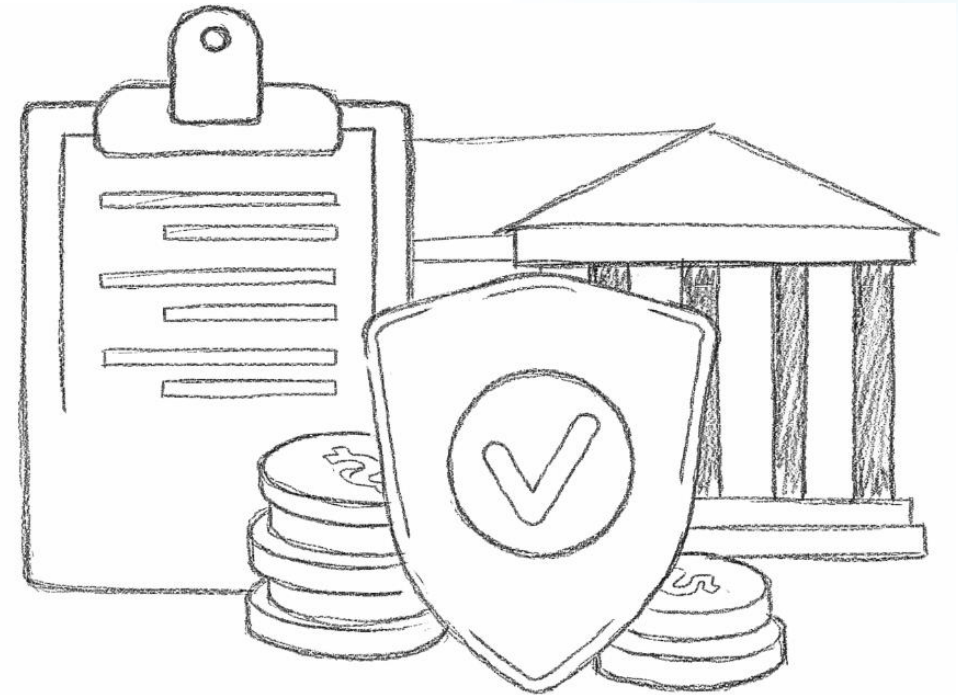
# BUSINESS ETHICS

## ANTI-CORRUPTION POLICY

TELS GLOBAL's anti-corruption policy has been developed in accordance with and taking into account the requirements of generally accepted principles and norms of international law and international treaties, as well as anti-corruption legislation in countries where the company's offices are registered. TELS GLOBAL complies with applicable anti-corruption legislation and takes the necessary measures to prevent and combat corruption.

The company has a zero-tolerance policy towards corruption and regularly trains its employees on business ethics.

Training on the topic of "Anti-Corruption Policy" is included in the induction training course for employees. 100% of the company's employees have completed this course.



# BUSINESS ETHICS

TELS GLOBAL pays great attention to training, as an effective training system is the key to efficient work.

## Approach to taxation

In tax matters, we adhere to the principle of full transparency, which is the basis for our interaction with the tax authorities. In all countries where we operate, we have a mechanism in place to monitor compliance with local tax legislation.



## CURRENT DOCUMENTS :

- ANTI-CORRUPTION POLICY
- ISO/IEC 27001 certificate of conformity
- CODE OF BUSINESS CONDUCT
- Management of information security incidents (SI)
- Risk management SI
- Provision on the use of the SIEM concept to ensure SI
- Regulation on SI provision in relation to personnel
- Regulation on SI assurance when dealing with assets

# BUSINESS ETHICS

## INFORMATION SAFETY

The company has a unified centralized mechanism for providing access to information systems and data. Compliance with information security requirements and regular assessment of the effectiveness of control measures are the responsibility of the Security Department.

ISO 27001 certification confirms to customers and business partners that the company has an effective information security management system in place, ensuring a high level of protection for confidential and business information.

Training in the “Information Security” course is a mandatory part of the new employee onboarding program and is aimed at developing a conscious and responsible attitude towards working with information. In addition, the company regularly updates its training materials and informs employees about key risks and requirements in the field of data protection.

In 2025, SRM department experts developed and conducted a course on “Safe Transportation Training (Theft, Phishing, Fraud)” aimed at preventing possible cargo theft.



# BUSINESS SECURITY FOR CLIENTS AND PARTNERS



Company has developed, implemented and maintains a quality management system in accordance with the requirements of the international standard ISO 9001:2015.



The ecological management system TELS GLOBAL proves that the company strives to deliver its services in line with corporate responsibility, sustainable development and environmental protection.



Supply Chain Security Management. In December 2022, TELS GLOBAL received ISO 28000 certification for its high level of supply chain security.



ISO 27001 certification demonstrates to our business partners and customers that the company has an effective information security management system and that their business information is well protected.



Safety & Quality Assessment for compliance with the European Chemical Council's (CEFIC) requirements for freight forwarding.



The IFS Logistics standard assesses the quality and safety of logistics activities and includes transport, storage, distribution, loading and unloading, and more.

# ESG RATINGS

Every year, TELS GLOBAL is re-evaluated and receives an updated rating on the **EcoVadis** platform.

**EcoVadis** is one of the world's most trusted providers of sustainability ratings for businesses, as well as information gathering and collaborative performance improvement tools for global supply chains.

## CURRENT RATING ECOVADIS



**SAQ** is a globally recognized sustainability standard for the automotive industry. The **SUPPLIERASSURANCE** platform rating is one of the most popular sustainability ratings for businesses, as well as information gathering and collaborative performance improvement tools for global supply chains.

In 2024, the SAQ rating was obtained separately for BU Warsaw and BU Prague

## CURRENT RATING OF SAQ QUESTIONNAIRE SUPPLIERASSURANCE

TELS GLOBAL CZ s.r.o



TELS GLOBAL Polska Sp. z o.o



# CONTACT US:

