

## AMR Corporate Sustainability

Welcome to AMR's Sustainability Program, where we are committed to making a positive impact on our planet and communities. At AMR, we recognize the importance of environmental stewardship, social responsibility, and economic sustainability. Our Sustainability Program embodies our dedication to integrating sustainable practices into every aspect of our operations, from resource management to supply chain logistics. By prioritizing sustainability, we aim to not only reduce our environmental footprint but also enhance our brand reputation, foster employee engagement, and contribute to the well-being of future generations. Join us on our journey towards a more sustainable and prosperous future.

### Environmental

At AMR, we are dedicated to minimizing our environmental footprint and promoting sustainable practices in every aspect of our operations. We recognize the urgent need to address climate change and protect our planet for future generations. Through innovation, collaboration, and continuous improvement, we strive to lead by example in the moving industry by implementing environmentally responsible solutions. Our commitment to reducing emissions, conserving resources, and fostering a culture of sustainability guides our actions every day. Together, we are working towards a greener, more sustainable future for our company, our communities, and the world.

As an international mover we assess the environmental impact following these scopes

- Energy usage
- Transportation
- Waste generation
- office operations
- Technology innovation

To address above scope, we have come up with following our practice.

- Duplex printing, AMR encourage own staff and agents have this practice at daily working
- Packing materials used and purchased are all environment friendly
- We are attempting to use plastic free tapes (paper tapes to replace current one)
- Usage as much as possible released SWB rather than original bill
- Recycled plastic box for office moving
- Donation transportation for client on packing day
- Groupage shipment to save shippers cost as well as fuel
- Paperless moving files, since 2019 AMR has implemented its own moving managing file server and Moveware (CRM) handle file digitally , it significantly reduce paper usages at office, it

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contributes to save approximately 40000 piece of paper annually

- AMR dedication to use electric cars in business and since 2021, AMR has started to use two Tesla electric cars
- AMR encourages all suppliers to use electric trucks and cars and equipment to contribute less greenhouse gas emissions.
- AMR using survey application to generate moving estimate rather than hard copy since 2022
- Using digital packing list application to generate packing list save papers since 2022, it saves 10000 A4 paper annually; We have had our whole subcontractors to this technology by providing them online and physical training and tablets such as iPads

**Social**

AMR prioritizes the health, safety, and wellbeing of our employees, customers, and the communities where it operates through comprehensive commitments and policies that address the following requirements:

**Health, Safety, and Wellbeing:**

- Since the beginning of 2024, we have implemented a comprehensive healthcare third-party insurance program in addition to social health insurance to assist employees in managing medical expenses effectively.
- Since 2022, AMR employees have been entitled to receive one full medical check-up annually, prioritizing their health and well-being.
- Moreover, as part of our commitment to promoting wellness and work-life balance, since 2018, AMR has allocated an annual budget for employees and their families to enjoy domestic leisure tours. AMR covers expenses such as flights, accommodation, and activities, ensuring that our team members have opportunities for rejuvenation and quality time with their loved one
- Since our establishment in 2015, AMR has been honoring Chinese cultural traditions by providing employees with gifts or equivalent cash allowances during festive holidays like Chinese New Year and the Mid-Autumn Festival
- Additionally, to foster a sense of unity and belonging, AMR hosts an annual dinner where employees and their families are warmly invited. During these gatherings, surprises await both the family and children, symbolizing our commitment to creating a close-knit AMR family.

**Diversity, Equity, and Inclusion Initiatives:**

- We are committed to fostering a diverse, equitable, and inclusive workplace where all

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employees feel valued, respected, and empowered to contribute their unique perspectives

- We actively recruit and retain a diverse workforce, ensuring equal opportunities for advancement and career development for all individuals regardless of race, gender, age, sexual orientation, or background

**Employee Engagement, Fair & Respectful Treatment:**

- We promote a culture of open communication, transparency, and mutual respect where employees are encouraged to voice their opinions, ideas, and concerns without fear of retaliation.
- Our company has established grievance mechanisms and channels for employees to report any instances of discrimination, harassment, or unfair treatment, which are promptly investigated and addressed.
- We recognize and celebrate the contributions of our employees through rewards, recognition programs, and opportunities for career advancement based on merit and performance

**Learning & Development Opportunities:**

- We provide learning and development opportunities to empower employees to enhance their skills, knowledge, and capabilities through training programs, workshops, and educational resources.
- Since 2022, the majority of our customer service team has participated in external training programs such as FIDI EIM, with all training expenses, including travel and accommodation, covered by AMR.
- Additionally, over 90% of our employees have had the opportunity to attend global conference events, seminars, and workshops to stay abreast of industry trends and engage with our worldwide partners.
- Furthermore, our commitment to ethical standards and compliance is reflected in our continuous employee training efforts. In 2024, we successfully completed the LRN training, with all employees receiving certification upon completion.
- Moreover, in 2022, we proudly promoted a female customer service employee to a leadership position in recognition of her outstanding contributions, demonstrating our commitment to gender fairness and career advancement opportunities.

**Community Engagement Initiatives:**

- We actively engage with the communities where we operate through philanthropic initiatives, volunteerism, and partnerships with local organizations especially international school.
- Since 2017, we've been actively involved in supporting school events by providing free AMR tents at least three times a year.
- During these occasions, we collaborate with schools and communities like SCIS and BISS to advocate for sustainable values, combat poverty, and address donation needs.

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- Our commitment to these initiatives remains steadfast, as we allocate a dedicated budget to continue supporting such events annually and similar community-driven endeavors.

Through these commitments, policy and actives, our company strives to create a positive and supportive work environment, foster inclusive and equitable practices, and make a meaningful difference in the communities we serve.

## Governance

To ensure our company operates and thrives while simultaneously creating a long-term positive impact and making sustainability changes at a gradual and financially stable rate, we have implemented the following practices, policies, and procedures for our Corporate Sustainability program:

### Development and Implementation:

We have developed a comprehensive Corporate Sustainability program that outlines our goals, strategies, and action plans for integrating sustainable practices into our operations as above described. This program is regularly reviewed and updated to reflect evolving sustainability trends and best practices. Our sustainability initiatives are implemented systematically across all departments and functions.

### Training and Communication:

We provide regular training and educational resources to employees at all levels to ensure they are aware of our Corporate Sustainability program, understand their roles and responsibilities, and are equipped with the necessary knowledge and skills to contribute to our sustainability objectives. Communication channels are established to facilitate dialogue and feedback on sustainability-related issues.

### Accountability:

Clear roles and responsibilities are assigned to individuals and teams within our organization to ensure accountability for the implementation and achievement of sustainability goals.

### Reporting:

We are committed to transparently reporting on the progress and achievements of our Corporate Sustainability program to our staff, individual customers (private customers and/or corporate accounts), and our supply chain partners via website and email link and newsletters.

### Periodic Self-Assessments:

We conduct periodic self-assessments, at least once a year, to verify our performance and determine conformance with our Corporate Sustainability program. These assessments involve evaluating our progress against established goals, identifying strengths and weaknesses, and implementing

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corrective actions as needed to ensure continuous improvement.

Through these practices, policies, and procedures, we are committed to operating and thriving as a financially stable organization while creating a long-term positive impact and making meaningful sustainability changes that benefit our stakeholders and the environment.

**Review Procedure**

To review a sustainability program annually, it's essential to focus on several key aspects to ensure ongoing effectiveness and alignment with our company's objectives. Here are some areas we believe it is good to consider:

**Progress Towards Goals:**

Assess the progress made towards achieving the sustainability goals and targets set out in the program. Review the performance against performance and evaluate whether target can be met or otherwise an adjustment might be needed.

**New Developments:**

Stay informed about new developments in sustainability practices, regulations, and industry standards. Review any changes that may impact the organization's sustainability program and consider incorporating relevant updates into the program.

**Stakeholder Engagement:**

Evaluate the level of engagement with stakeholders, including employees, customers, suppliers, and communities. Gather feedback from stakeholders to identify areas for improvement and ensure that their perspectives are considered in decision-making processes.

**Compliance and Reporting:**

Ensure that the sustainability program remains compliant with relevant laws, regulations, and industry standards. Review reporting requirements and prepare annual sustainability reports to communicate progress and achievements to stakeholders via email, newsletters, website and daily operational communications.

**Performance Data:**

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Collect and analyze data on key sustainability metrics, such as energy consumption, waste generation, greenhouse gas emissions, and social impact indicators. Identify trends, areas of improvement, and best practices to inform decision-making and strategy development.

**Training and Capacity Building:**

Assess the training needs of employees involved in implementing the sustainability program. Provide training and capacity-building initiatives to enhance their knowledge and skills in sustainability practices and ensure effective program implementation.

**Continuous Improvement:**

Identify opportunities for continuous improvement and innovation within the sustainability program. Encourage a culture of innovation and creativity to develop new solutions and strategies for addressing sustainability challenges.

## Sustainability Review History and Footprint

Year Initiation	Scope	Implementation	Details and Result	Year Achieved/Target
2015	Benefit	Festival Cash and Or Gift Allowance	Seasonally Achieved	2015
2016	Employee Wellbeing	Improving Team Building	Leisure Tour Annually	2016
2017	Community Engagement	Event Sponsor and Support	Sponsoring International School Sustainable Event with AMR Tents and Transportation, Setup	2017
2017	Paper Consumption	Reduce 30% Usage Annually	Double Printing	2017
2018	Digitalization	Paperless Work Efficiency	Moveware CRM	2019
2018	Digitalization	Remote Work Implementation	Balance Attendance and Communing	2019
2019	Energy Consumption	Electricity Saving 20%	Caution Of Using Electricity / Using Led Lights	2019
2019	Less Gas Consumption	Replace Fuel Cars with Electric Cars	Purchase Of Tesla Cars	2022
2020	Employee	Employee Health	Medical Full Checkup,	2020

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	Welling		Expense Covered by Company	
2021	Employee Promotion	Customer Service Leader Promotion	From Customer Service to Leader Position	2021
2022	Paperless	Digital Packing List Program Launching and Training	With Crew Leader /Online and Offline	2022
2022	Employee Learning and Developing	Job Scope Training	FIDI EIM Program for Customer Service Leader	2022
2023	Employee Learning and Developing	Job Scope Training	FIDI EIM Program for Customer Service - Outbound	2022
2023	Employee Learning and Training	Relocation Conference	Attendance Of Customer Service Leader	
2023	Plastic Free	Less Packaging Impact to Environment	Alternative Tapes Such as Paper Tape and Testing	2026
2023	Plastic Free	Paper Wrapping	Still Searching Good Alternative That Is Environmentally Friendly and Equivalent Protection	2026
2024	Employee and Their Family Wellbeing	Third Party Insurance Program	<ul style="list-style-type: none"> <li>• Annual AIA Life Insurance</li> <li>• Hospitalization and Surgery Group Medical Insurance</li> <li>• Additional Outpatient and Emergency Medical Insurance</li> <li>• Group Accident Injury</li> </ul>	2024
2024	Virtual Survey	Teams Virtual Survey	Communing Saving and workload Efficiency	2024
2024	Employee Learning & Development	External FIDI Leadship Training in Switzerland	Under Review	2025
2024	Paperless	Electronic Survey Kit	No Hard Copy of Survey Kit, such as Company Brochure, Insurance Form,	2025

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			Customs Regulation -Plan to Have All Online and Transmission Via Automatic Email -Under Review	
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