# Social Responsibility and Ethical Conduct Policy

## 1. Purpose

Removals Inc. is committed to conducting business in an open, honest, ethical and socially responsible manner. The company recognizes that its responsibilities extend beyond operational performance and include the wellbeing of employees, customers, suppliers, communities and the environment.

The purpose of this policy is to establish the company's commitment to responsible business practices, ethical conduct, human rights, workplace equality, environmental awareness, community engagement and legal compliance in accordance with company values and FIDI FAIM principles.

This policy serves as a framework for how the company conducts business relationships internally and externally while promoting integrity, accountability, professionalism and respect.

## 2. Objectives

The objectives of this policy are to:

- Promote ethical and socially responsible business practices,
- Ensure compliance with applicable laws, regulations and industry standards,
- Support human rights, equality and diversity,
- Maintain safe and respectful working conditions,
- Encourage environmental responsibility and sustainability,
- Establish clear expectations for employees, suppliers and operational partners,
- Support responsible supply chain management,
- Strengthen community engagement and social awareness,
- Support continuous improvement in social responsibility performance and organizational culture.

## 3. Commitment to Social Responsibility

Removals Inc. is committed to operating its business in a manner that reflects responsible corporate citizenship and sustainable long-term business practices.

The company is committed to:

- Conducting business ethically and transparently,
- Protecting human rights,
- Promoting equality and diversity,
- Supporting safe working conditions,
- Respecting cultural and individual differences,
- Preventing discrimination, forced labor and child labor,
- Reducing social inequality where possible,
- Supporting environmental responsibility,
- Maintaining compliance with applicable laws and regulations.

The company recognizes that responsible business practices contribute positively to operational quality, employee wellbeing, customer trust and long-term sustainability.

## 4. Ethical Business Conduct

Honesty, integrity and professionalism are fundamental principles of the company's operations.

All employees, suppliers, subcontractors and partners representing Removals Inc. are expected to act ethically and responsibly in all business activities. This includes maintaining transparency in communications, agreements, pricing and operational commitments.

The company is committed to conducting business free from bribery and corruption, competing fairly and lawfully, protecting confidential and non-public information, complying with applicable legal and regulatory requirements, and ensuring truthful and accurate business communications.

Employees and partners are expected to avoid any behavior that could damage the company's reputation or compromise ethical business standards.

## 5. Human Rights and Workplace Standards

Removals Inc. supports internationally recognized human rights principles and is committed to maintaining a respectful, inclusive and professional working environment.
The company strictly prohibits child labor, forced labor, slavery or human trafficking, discrimination, harassment, bullying, retaliation, or any form of abusive conduct.
All individuals are expected to treat others with dignity, professionalism and respect regardless of race, nationality, religion, gender, age, disability, marital status, sexual orientation, or cultural background.

This standard applies to interactions with employees, customers, suppliers, contractors and all external parties associated with company operations.

## 6. Equality, Diversity and Inclusion

The company recognizes that diversity strengthens both the workplace and the global relocation industry.
Removals Inc. is committed to providing equal opportunities and maintaining a workplace free from discrimination and harassment. Employment and operational decisions are based on qualifications, competence, operational requirements and professional conduct.

The company promotes equal treatment, inclusion, professional respect, and fair opportunities across all areas of the business.

Any concerns relating to discrimination, harassment or inappropriate conduct should be reported to management and will be treated seriously, confidentially and without retaliation.

## 7. Health, Safety and Wellbeing

The safety and wellbeing of employees, customers, suppliers and the public are a core priority for the company.
Removals Inc. is committed to maintaining safe working conditions and promoting responsible operational practices throughout all areas of service delivery.
The company seeks to identify and reduce operational risks, provide appropriate safety guidance and training, promote safe operational behavior, and support compliance with applicable health and safety regulations.

All employees and operational partners share responsibility for maintaining a safe working environment and are expected to report unsafe conditions, operational concerns or incidents promptly.

The company's detailed health and safety requirements, responsibilities and operational standards are further defined within the company Health and Safety Policy and related operational safety procedures. All employees, contractors, suppliers and operational partners are expected to comply with applicable safety policies and procedures relevant to their activities and responsibilities.

## 8. Environmental Responsibility

Removals Inc. recognizes the importance of environmental sustainability and responsible resource management.

The company supports environmentally responsible practices including reduction of unnecessary waste, responsible recycling, reduction of paper consumption, efficient use of resources, and environmentally conscious operational planning.

Environmental considerations are incorporated into company operations, supplier relationships and continuous improvement activities where operationally feasible.

The company's environmental commitments are further outlined within the Environmental and Sustainability Policy.

## 9. Supply Chain Responsibility

The company expects suppliers, subcontractors, network partners and operational vendors to uphold standards consistent with this policy.

All supply chain partners representing or supporting Removals Inc. are expected to conduct business ethically and lawfully, maintain professional operational standards, comply with applicable labor and employment laws, support safe working conditions, and avoid any form of forced labor, child labor or discriminatory practices.

Preference may be given to suppliers and partners demonstrating strong ethical standards, operational professionalism and alignment with the company's quality and social responsibility expectations.

Suppliers that are members of recognized industry organizations such as FIDI and IAM are expected to operate in accordance with recognized industry standards and professional cooperation guidelines.

## 10. Communication and Awareness

The company recognizes that ongoing communication and employee awareness are essential to maintaining an effective social responsibility program.

This Policy and the Company's applicable social responsibility and ethical conduct requirements shall be communicated to relevant employees as part of induction and/or ongoing awareness activities. Relevant employees shall be informed of their responsibilities under this Policy, including requirements concerning ethical conduct, human rights, equality, health and safety, environmental responsibility and reporting of concerns. Evidence of applicable communication, training or awareness activities shall be retained.

Externally, the company may communicate relevant social responsibility initiatives and community engagement activities through the company website, LinkedIn, sustainability updates, or other professional communication channels.

Employees involved in external communication are expected to maintain professional standards and use approved company communication methods and signatures.

## 11. Community Engagement

Removals Inc. recognizes the importance of contributing positively to the communities in which it operates.
The company supports community engagement initiatives and encourages responsible participation in charitable, educational and social improvement activities where practical and appropriate.

Community involvement may include charitable donations, support for local initiatives, participation in industry and community events, employee volunteer activities, and awareness programs supporting social or environmental causes.

The company believes that meaningful community engagement strengthens relationships, supports social wellbeing and reflects the company's broader commitment to responsible corporate citizenship. The Company's community engagement activities include the 1RELO Gives Back programme, through which eligible employees may receive up to 10 paid volunteer hours annually during 2026 and 2027, subject to applicable Company procedures and Management approval.

Employee participation and completed volunteer hours shall be monitored through appropriate records. The programme supports the Company's commitment to community engagement and continuous improvement in social responsibility.

## 12. Employee Participation and Continuous Improvement

The company believes that ongoing discussion, training and awareness are important elements of social responsibility and ethical business conduct.
Management may periodically review social responsibility initiatives, environmental practices, workplace culture, supplier standards, and operational improvement opportunities.

Employees are encouraged to contribute ideas and feedback that support workplace improvement, operational responsibility, sustainability, safety, and ethical business practices.

Where appropriate, training sessions, operational discussions or awareness initiatives may be conducted to reinforce company expectations and encourage continuous improvement.

## 13. Compliance and Reporting Concerns

All employees, suppliers and operational partners are expected to comply with this policy and applicable laws and regulations.
Any concerns regarding unethical conduct, discrimination, safety violations, harassment, human rights concerns, legal non-compliance, or breaches of this policy should be reported to management promptly.

The company prohibits retaliation against individuals who raise concerns in good faith.

Concerns will be reviewed appropriately and handled with professionalism and confidentiality to the extent reasonably possible. Concerns relating to suspected violations of this Policy may be reported to the Partner Relations & Quality Manager or directly to the President. Where a concern involves the employee's immediate Manager or another person who would ordinarily receive the report, the reporting individual may escalate the matter directly to the President.

The Company shall assess reported concerns promptly and determine whether investigation, corrective action, disciplinary measures, supplier follow-up or notification of competent authorities is appropriate.

The Partner Relations & Quality Manager shall maintain appropriate records of significant reported concerns, investigations and corrective actions, subject to applicable confidentiality and data protection requirements.

Retaliation against any individual who reports a concern in good faith or participates in an investigation is prohibited.

## 14. Responsibilities

### 14.1 Managing Director

The President has overall responsibility for approving the Company's Social Responsibility and Ethical Conduct Policy, providing appropriate resources, promoting ethical business practices and ensuring Management oversight of significant social responsibility matters.

### 14.2 Partner Relations & Quality Manager

The Quality Manager is responsible for coordinating the implementation, monitoring and annual review of this Policy; supporting employee awareness; monitoring relevant social responsibility objectives and initiatives; maintaining applicable records; and reporting significant matters, trends and improvement opportunities to Management.

### 14.3 Department Managers and Supervisors

Managers and supervisors are responsible for implementing applicable requirements within their areas of responsibility, promoting employee awareness and escalating identified concerns or non-compliance.

### 14.4 Employees

All employees are responsible for complying with this Policy, conducting themselves ethically and respectfully, and promptly reporting suspected violations or concerns.

## 15. Monitoring and Review

Compliance with this policy forms part of the company’s overall quality management and operational governance framework.
This Policy shall be formally reviewed at least annually by the Quality Manager in coordination with Management and additionally whenever significant legal, regulatory, operational, organizational, FIDI FAIM or social responsibility requirements change. The review shall be documented even where no revision is required. Where revisions are made, the revision history shall be updated, applicable approvals obtained, relevant personnel informed of material changes and obsolete versions controlled to prevent unintended use.

The company is committed to periodically reviewing and improving its social responsibility practices to ensure continued alignment with operational needs, legal obligations and industry expectations.

Progress relating to sustainability, environmental responsibility, social responsibility initiatives and related operational objectives shall be monitored through management reviews, operational evaluations, internal reporting, supplier reviews and continuous improvement activities.

The Company shall monitor the implementation and effectiveness of its social responsibility commitments through available evidence, including employee training records, reported ethical concerns and corrective actions, supplier evaluations, health and safety records, community participation and relevant sustainability performance indicators.

Applicable environmental and community engagement results shall be incorporated into the Company's annual Sustainability Performance Report and Self-Assessment, where relevant. Significant social responsibility risks and mitigation measures shall be managed through the Company's existing Risk Management Programme and Risk Register.

The Company shall review significant findings and improvement opportunities through Management Review and retain supporting evidence of actions taken.

Removals Inc. is committed to communicating relevant sustainability and social responsibility progress, initiatives and achievements internally to employees and externally to customers, suppliers, partners and stakeholders through approved communication channels including company reports, operational updates, the company website and professional social media platforms where appropriate.

The company is committed to maintaining transparency regarding its sustainability and social responsibility efforts while continuing to identify opportunities for measurable improvement and responsible business development.

**Management Approval and Authorization**

This Social Responsibility and Ethical Conduct Policy has been reviewed and approved by the President of Removals Inc. DBA 1 Relocation Worldwide (1RELO) and is authorized for implementation and communication throughout the Company.

**Approved by:** *Manuel J. Rojas, President*
**Effective Date:** October 27th 2026
**Document Revision:** October 2026

Management approval is maintained through the Company's controlled document-management records. A separate handwritten signature is not required.