



CSR REPORT

| 2022 Corporate Social Responsibility Update





A MESSAGE FROM OUR PRESIDENT

JOLEEN LAUFFER

Hello,

At Aires, we recognize that strong corporate values and citizenship are essential. After all, we partner with some of the most admired and respected companies in the world. That's why we're not just committed to doing things right, but to doing the right things. To do so, we place a heavy focus on:

- Developing a **culture** focused on doing the right thing and treating others with respect while focusing on the health and wellbeing of our teams
- Protecting the **environment** to ensure a healthy planet for future generations
- Working with and fostering development of a **diverse supplier** base
- Reaching out to and serving the **communities** we operate in
- Ensuring **ethical behavior** and **compliance** in all disciplines

I am proud of the success Aires has had in creating a socially responsible environment focused on these ideals. Doing things "The Aires Way" means doing the right things for our clients, our communities, and the world at large every day.

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1 | AIRES CULTURE

CORE VALUES

We call our core values the "Aires Way." The "Aires Way" is a way of looking at our company culture – what motivates us as a group:

- Enjoying what we do
- Wanting to be the best in our field
- Focusing on continuous improvement
- Respecting our customers, our teams, and our partners
- Recognizing that our teammates are what set us apart
- Having a shared direction
- Investing in a learning environment
- Fostering creative solutions
- Having pride in our accomplishments
- Acting as a steward of our values and reputation
- Maintaining a caring attitude

Our management team has fostered a philosophy deeply rooted in exceeding our customer service goals to set the tone for the entire relocation process. They have taught us to relentlessly pursue an unparalleled relocation experience for each transferee we work with.

MISSION

Aires is dedicated to its leadership role within the relocation industry by setting continually improving standards. We focus on delivering profitable service, maximizing human, technological, and environmentally friendly resources to effect innovative change that exceeds our customer's expectations.

VISION

We will maximize stakeholder value by delivering the highest quality service attainable, through teamwork, commitment to excellence, and a culture of accountability. Our desire is to create a partnership with every client we service, fulfilling the common goal of providing the most effective relocation programs possible.



THE "YOU DO YOU" CAMPAIGN

In 2020, Aires launched a "You Do You" campaign (which continues today) related to the handling of the COVID-19 pandemic. Aires closely monitors each local health office to determine office openings but has given our employees the autonomy to make the best decisions for their families and personal health. We know that there is no one-size-fits-all for our employee base and their health and happiness is paramount. Employees who are genuinely taken care of and feel safe will continue to produce excellent service delivery. We owe low turnover to employees understanding that we have their best interests in mind as we continue to make business decisions.



CARING FOR OUR PEOPLE

Our culture of excellence enables us to impact the quality of life for each family our clients trust us to move. We honor this by cultivating an inclusive and diverse workplace that celebrates the uniqueness of individuals, embraces the innovation found in different ideas, and collectively makes us a better and stronger organization. Aires strives to ensure that our employees are, from the very beginning of their employment, empowered and comfortable in their roles. We employ the following methods to ensure that these employees are kept in a healthy work environment. .



OPEN DOOR POLICY

All of our managers have an "open door policy" which means that, at any time, any of our team members can approach to have a dialogue. This fosters a sense of security and safety for our employees to ensure that they know there are multiple resources available to them. Some of our counselors choose to do this to discuss creative solutions for relocations, interpersonal skills, or simply to seek mentorship. We encourage it in all forms.



HEALTH AND WELLNESS COMMITTEE

Aires' Health and Wellness Committee focuses on ways to ensure the holistic view of health for our employees. This committee provides a supportive environment for both mental and physical health. For example, Aires recently launched a partnership for our employees with an app called Motion Connected that encourages our employees to approach their health in an interactive way. This points-based application encourages daily movement goals, offers step challenges, meditation challenges, etc. ensuring that health is focused on from more than just physical movement. The application also features resources for mental health so that employees can gather resources in one location.

Additionally, Aires offers our employees a free membership to Headspace, a meditation app. The relocation industry is a fast-paced environment, and we encourage our employees to take a few moments out of their day and reset with deep breathing.



DIVERSITY, EQUITY, AND INCLUSION

Aires' Diversity, Equity, and Inclusion focus leads to a more inclusive environment, both for our employees and the transferees they are tasked with assisting. We have worked to foster this inclusion and awareness through many avenues within the organization. Examples of Aires' DEI programs include:

- DEI committee with direct executive leadership involvement
- Bi-monthly newsletter highlighting diverse groups and interests
- Employee Resource Groups (detailed below) ensuring employees of all backgrounds have a voice at Aires
- Email campaigns promoting diverse groups and backgrounds
- Guest speakers from diverse groups, ensuring our employees are exposed to experiences that may differ from their own
- Formal training on DEI topics (for example, we recently provided companywide training on personal pronouns; this was launched in conjunction with an email signature program in which personal pronouns are provided to allow others to feel comfortable sharing their pronouns).
- Partner training to ensure everyone working with Aires and the people we move creates a welcoming environment

The programs above are an integral part of our commitment to bringing diversity, equity, inclusion and belonging into all areas of our organization. Recently, Aires made the decision to improve our medical plan and make our benefits more inclusive by including broader medical transgender benefits.



EMPLOYEE RESOURCE GROUPS

We have also created Employee Resource Groups. These voluntary, employee-led groups serve as a resource for members by fostering a diverse and inclusive environment. Members have the opportunity to address diversity topics, opportunities, and best practices for the company within their community. Each network has a structure with an executive sponsor, leaders, periodic meetings, and objectives, ultimately serving as an external advisory group. These groups create greater awareness of diversity issues across our employee and client base.

ENVIRONMENTAL INITIATIVES

ISO 14001:2015

This certification confirms that Aires has stringent standards in place through which the company monitors and measures its use of environmental resources and those of its partners

Aires is an ISO 14001:2015 certified company and is committed to sustainability. The Aires Reduce, Reuse, and Recycle mindset directs purchasing decisions on products and services. Purchase of computer equipment and products are made with end-of-life considerations to minimize environmental impact.

Environmental service offerings to clients including Carbon Cancel, Discard and Donate, and Move for Hunger Programs are all examples of Aires' environmental initiatives.

ISO 14001 certification confirms that Aires has stringent standards in place through which the company monitors and measures its use of environmental

resources and those of its partners. Aires undergoes annual audits from external independent ISO-certified registrars.

Aires is committed to reducing our environmental impact and providing customer service excellence through conscientious purchasing, environmentally sound methods of communication, and continual improvement of our relocation processes. We focus on delivering profitable service; maximizing human, technological, and environmentally friendly resources to effect innovative change that exceeds customer expectations; and complying fully with all legal and client-specific environmental standards.

ENVIRONMENTAL PROGRAMS



Aires is pleased to have earned the **2022 Best Global Mobility Sustainability Initiative of the Year** honors at the Forum for Expatriate Management's Americas EMMA Awards. This award highlighted Aires' many environmental programs.



PRINTRELEAF REFORESTATION PROGRAM



To reduce our environmental impact of printing, Aires partners with the PrintReleaf, a certifiable worldwide reforestation project which plants

native trees in endangered nature areas where trees have previously been removed. Each sheet of paper used by Aires is tallied and non-invasive species trees are planted to replace those consumed. PrintReleaf allows us to choose worldwide locations to reforest, and we are currently reforesting areas in Madagascar, Brazil, Mexico, and the Dominican Republic. We plant 15 to 20 trees each month and receive certificates each month for each of our locations.

Planting is done in strips, providing a natural wildlife habitat and protecting immature trees. Natural winds blow seeds to fill in the areas between the planted strips, providing the maximum environmental benefit for each tree planted.



CONTROLLING PAPER USAGE



By using our electronic resources such as Doc Man (our paperless document management system), printing to PDF, electronic accounting practices, and generating electronic reports to clients, we saved the following in 2021:

- **8,518,794** sheets (1704 cases) of paper not printed
- **238,526** gallons of water conserved – not needed to manufacture paper
- **34,075** kilowatts of electricity saved
- **405** pounds of carbon emissions/greenhouse gasses not generated to manufacture paper

We have stored more than 11 million documents in Doc Man since 2004.

The Aires cost savings of our environmental program from paper reduction in paper, toner, secure storage, and disposal of documents average over \$200,000 annually.



TELECOMMUTING EMPLOYEES



On a typical year, over 20% of all Aires staff are full-time work-from-home employees. Aires also offers several days of telecommuting benefits each week to our staff based on performance and

key business metrics, of which an additional 66% of our staff benefit. On a typical year, 86% of Aires total staff participate in a partial or full work-from-home status.

As the COVID-19 pandemic continued in 2021, 100% of Aires employees worked from home full-time to comply with local social restrictions. This yielded the following 2021 annual results:

- **5,174,400** telecommuting miles saved
- **258,720** gallons of gasoline
- **5,082,033** pounds of CO2 Gas



CARBON CANCEL PROGRAM



Aires gives our clients the opportunity to participate in Carbon Cancel, an initiative to promote sustainable global mobility by reducing our carbon footprint as well as our clients'. This program consists of two steps: calculating the impact of a mobility program and offsetting that impact.

Calculating Impact: Aires will calculate a program's carbon emissions for household goods, relocation travel, and temporary housing services

to determine the environmental impact. The following is how we will calculate those numbers:

Offsetting Impact: After Aires calculates the program's total carbon impact, we will convert that to number of carbon offsets, or ways to essentially "cancel out" the impact the program had on the environment. The client chooses which type of sustainability program to support through either a client-sponsored offset partner or an Aires offset partner, and Aires will facilitate the donation payment. Offset funds will be used to fund programs that support the environment, destroy greenhouse gases, and produce renewable energy. Some causes offset funds can contribute to:

- Renewable energy
- Protection of our oceans
- Animals and biodiversity
- Clean air
- Reforestation

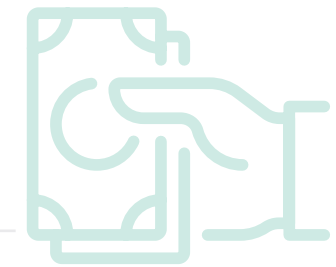
SUPPLIER PARTNER DIVERSITY

Aires' business model requires that we utilize diverse partners throughout the United States and around the world. Aires encourages and supports M/WBE participation in all aspects of our business partner relationships. By working with diverse service partners in their area of strength and speciality, we are able to realize the unique solutions and flexibility we require. Beyond that, the nature of the relocation business requires that we work with companies that have the strongest understanding of multicultural issues and the importance of minority support.

In 2021, we spent approximately \$44.83 million with diverse partners. Our diversity program is built on a Tier II Model utilizing M/WBE firms through our supply chain. Since a Tier I model would only apply to the services delivered in-house when working with a M/WBE relocation management company, a significant portion of relocation program spend would always be Tier II with any firm. Aires encourages and supports M/WBE participation in all aspects of our business partner relationships.

HUBZone businesses are our next largest contingency of diverse partners, with the majority in the moving and storage category. Aires' industry-leading reporting capabilities provides us with the ability to generate a number of diversity reports at any time for client use.

ANNUAL DIVERSE PARTNER SPEND



Diversity Mentor Program: Aires is one of the leading process managers in the business and has developed policies, procedures, and methodologies in accordance with strict ISO 9001:2015 standards for our service partners.

In order to maintain our quality standards with our partners, we provide education and on-site training for all of our partners, including minority and women-owned businesses. This training focuses on the processes we have developed to improve our partner's service performance with Aires and enable them to grow their overall business.

YEAR	DIVERSITY SPEND	TOTAL DIVERSITY SPEND AS A PERCENTAGE OF TOTAL PARTNER SPEND
2021	\$48,544,823.00	17.00%
2020	\$37,952,937.00	12.31%
2019	\$46,334,695.00	14.65%
2018	\$33,846,070.00	12.08%
2017	\$28,656,385.62	11.54%
2016	\$26,036,395.17	11.19%
2015	\$23,920,193.76	10.52%
2014	\$21,149,324.00	9.05%
2013	\$14,569,887.53	7.27%
2012	\$13,462,167.78	6.94%

COMMUNITY OUTREACH

Aires partners with approximately 20 charities each year ranging from medical research to environmental outreach to children's projects.

Recent examples of community assistance managed from our corporate office include:

- A food drive for the Pittsburgh-area Food Bank
- Charitable donations to the Mario Lemieux Foundation (childhood cancer), the Wounded Warrior Project, overseas child education sponsorship, and the UPMC Center for ALS Research
- Comic Relief's Red Nose Day Campaign for childhood hunger
- A "Toys for Tots" campaign to assist less-fortunate children
- Sponsorship of children through the Save the Children program
- Jeans Day fundraisers for no-kill animal shelters
- Cell phone donation program for battered women's shelters
- November Men's Health Awareness fundraising activities
- Support The Troops through Military Connections
- Tree of Life Congregation
- Habitat for Humanity
- Dress For Success – professional attire and tools to empower women to achieve economic independence
- We encourage our employees to give back to the communities where they live and work. Aires offers up to 8 hours of volunteer paid time off annually to all full-time (and regular part-time employees working more than 30 hours per week) employees worldwide.





ETHICS AND COMPLIANCE

Aires is dedicated to ethical behavior and compliance with regulations in countries with which we operate. In 2021, Aires received the Better Business Bureau's Torch Award for Ethics for the third time, a demonstration of our ongoing commitment to ethical principles and sustainable business practices.

Aires requires all employees to adhere to a wide range of ethical business practices and policies such as our Code of Ethics, Anti-Bribery, Anti-Corruption, and Anti-Money Laundering policies. These policies are reviewed with our legal team on an annual basis. On an initial and ongoing basis, Aires conducts employee training on data security and privacy issues and focuses on ethical business practice training for both our internal employees and external service partners. In addition, new employees attend a three-day orientation program with our leadership team, and this provides them with opportunities to learn about how we conduct business in an ethical manner with worldwide customers and partners.

STRICT SECURITY AND PRIVACY CONTROLS



Aires has a dedicated team for oversight and governance of information security, risk, compliance, and privacy of the organization. This includes identifying the appropriate control framework for the organization based on regulatory, contractual, and industry standards, as well as monitoring effectiveness. We conduct regular reviews of our practices, including bringing in outside companies to audit and assess. Our organization deploys monitoring tools such

as vulnerability scans, penetration tests, and centralized logging to ensure that controls are met continuously.

Aires is more than just compliant to certification standards; Our Privacy and Information Security Management systems are certified by an ANAB-accredited organization, A-LIGN. Audits are conducted annually in order to remain certified to current ISO 27001:2013 and 27701:2019 standards.

STRINGENT PARTNER STANDARDS



Though Aires is headquartered in the United States, services are provided throughout the world. Aires works diligently to comply with the Foreign Corrupt Practices Act (FCPA) and all other country regulations; to remain in compliance, we must also ensure that our partners and subcontractors are compliant. The FCPA has two main provisions where we focus, Anti-Bribery and Accounting. The Anti-Bribery provisions make it a crime for any U.S. business entity to offer anything of value to a foreign government official with corrupt intent to influence an award or continuation of business or to gain an unfair advantage. To address this concern, every Aires employee signs an Anti-Bribery Agreement upon hiring, along with annual renewal of that commitment.

Additionally, all Master Service Agreements with our supplier partners contain language that

stipulates adherence to this provision. Aires systems control partner selection. Only Aires-approved partners with which we hold signed Aires Partner Service Agreements are able to be utilized to provide services to Aires and its customers. The Accounting provisions of the FCPA make it illegal for a company to have false or inaccurate records or to fail to maintain a system of internal accounting controls. Although we are not required to report to the SEC, we develop and maintain compliance with our accounting practices through a SOC 2, Type II report that is issued annually by our accounting firm, Schneider Downs. Additionally, we have a tool that we use to validate our partner's compliance to both provisions, the Dow Jones Risk Compliance tool, which provides continual review of our partners, including searching for bad press associated with partner companies that might indicate non-compliance with the FCPA.

6 | SUMMARY

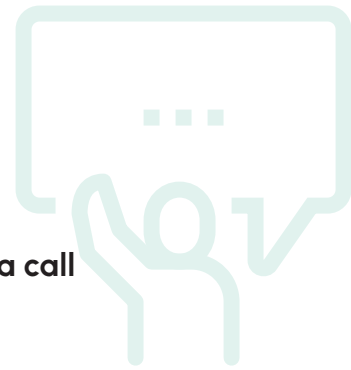
The Aires Executive Leadership team, directors, managers, and staff are committed to behaving in an ethical manner and contribute to economic development while improving the quality of life of the workforce, their families, local community, and society at large.

CONTACT US

Reach out to your Aires representative or give us a call

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