



## *Sernam sustainable Development Charter*

Sernam, specialist of express transport for packets and palets between 10kg and 1 ton, introduced since 2005 a strategy of sustainable development around the basis of the Economic and Social Responsibility and particularly a realistic program of carbon dioxide reduction.

### **OUR ENVIRONMENTAL APPROACH**

- ☞ Reduce carbon dioxide discharge within our activities
  - Use clean vehicles
  - Participate in the « Observatoire Energie Environnement des Transports » (O.E.E.T)
- ☞ Involve the company in actions of environmental surveillance and analysis
  - Obtain the ISO 14001 certification
  - Sign the « Objectif CO2 » charter
- ☞ Raise our staff's awareness of environmental protection
  - Train our staff to eco-driving and prevention of accidents
  - Communicate on the environmental best practices

### **ECONOMIC PERFORMANCE**

- ☞ Support people in their professional development
  - Share our know-how with young generations
  - Develop the skills of all our employees
  - Train responsible employees
- ☞ Optimize the customer relationship
  - Increase the quality of the customer service
  - Get equipped with the most performant technological tools

### **SOCIAL RESPONSIBILITY**

- ☞ Help our staff to reconcile professional life and private life
  - Allow to stay home with a sick child
  - Equip our employees with mobile working solutions
- ☞ Contribution to the integration of physically or mentally challenged persons
  - Adapt all our sites to handicapped employees
  - Support associations in their actions

