



2017 – 2019 Sustainability Data

Notes

In the Fall of 2019, Agility released its 2019 Sustainability Report: Values into Action, which includes sustainability program information and performance data for 2016 - 2018. This Sustainability Data Disclosure includes data for 2017 - 2019. For updated information on our sustainability programs and performance, our website is the best source of information.

About

About Agility's Sustainability Disclosure

Data and information presented here covers data and activities from Agility branded organizations for 2017 - 2019. Data and statistics on human rights, gender and age breakdown, health and safety, and emissions apply only to Agility's core commercial business division, Global Integrated Logistics (GIL) unless otherwise stated. Agility aims to comprehensively include all subsidiary companies, each independently managed with their own boards and trademarks, in its sustainability reporting within the next 4 years. Qualitative information can be found on our website, or in our most recent sustainability report.

We have made every effort to ensure the accuracy of information presented, and we are continuously working to improve the quality of the data and data management systems to capture and report on non-financial information. The limitations of the data, measurement techniques and basis of calculation are described as relevant in the footnotes to the data tables.

We have not pursued external validation for our sustainability data. All information presented has been reviewed by relevant subject matter experts within Agility and signed off by the senior management team. This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines (G4).

We welcome your feedback and questions. To contact Agility's sustainability team, please email us at csr@agility.com.

Agility Sustainability Data	2017	2018	2019*
Group Financial Performance (in millions of Kuwaiti Dinars)			
Revenue	1,062	1,550	1,579
Net Revenue	470	498	531
Net Revenue Margin	33%	32%	34%
EBITDA	135	155	193
EBITDA Margin	7%	10%	12%
Net Income	69	81	87
Net Income Margin	5%	5%	5%
Total Assets	1,729	1,843	2,082
Total Liabilities	705	777	933
ROA	4%	4%	4%
ROE	7%	8%	8%
GIL Revenue	1,062	1,153	1,125
GIL EBITDA	34	36	59
Infrastructure Revenue	358	412	470
Infrastructure EBITDA	121	131	135

*Includes IFRS impact

Group Economic Value (in thousands of Kuwaiti Dinars)

Direct Economic Value Generated	1,410,096	1,554,662	1,587,203
Revenues	1,407,033	1,550,190	1,579,563
Cash rec'd as interest on financial loans	570	893	1,086
Dividends rec'd from shareholdings	1,698	2,054	2,006
Cash rec'd from sale of assets	795	1,525	4,548
Economic Value Distributed	1,324,154	1,450,392	1,587,338
Cash Operating Costs	1,051,555	1,167,000	1,147,471
Salaries & Employee Benefits	222,688	227,673	236,501
Payments to Providers of Capital	38,958	45,533	52,080
Payments to Government	7,425	6,196	9,389
Community Investments	3,528	3,990	3,994
<i>KFAS</i>	717	764	817
<i>NLST</i>	1,793	2,121	2,269
<i>Zakat</i>	717	848	908
<i>CSR Donations</i>	301	257	242
Economic Value Retained	85,942	104,270	137,768

Agility Sustainability Data

2017

2018

2019

Health & Safety (Agility GIL)

Total Recordable Incident Rate (TRIR)

Rate at which injuries involving lost workdays, restricted workdays or medical treatment occur per 200,000 hours worked

0.17

0.11

0.12

Lost Workday Case Rate (LWCR)

Rate at which injuries involving lost workdays occur per year per 200,000 hours worked

0.15

0.09

0.05

Fatalities

0

1

1

People Data

Male employees - Global

19,263

20,399

24,906

Female employees - Global

5,679

6,194

6,729

% Female by Job Level (Agility GIL)

Overall

23%

23%

21%

Executive

11%

12%

10%

Director

19%

17%

18%

Management

30%

30%

28%

Professional

28%

29%

29%

Support

21%

21%

19%

% Female by Region (Agility GIL)

Middle East & Africa

11%

11%

11%

Asia & the Pacific

30%

29%

29%

Americas

60%

58%

51%

Europe

32%

35%

42%

Total Global Workforce

24,942

26,593

26,593

Part-Time employees - GLOBAL

384

391

370

Full-Time employees - GLOBAL

24,558

26,202

31,265

Employees in MEA

12,587

12,937

17,718

Employees in APAC

7,920

8,909

9,077

Employees in AMR

1,570

1,811

1,880

Employees in EUR

2,865

2,936

2,960

Total Female employees in MEA

1,343

1,428

1,918

Total Female employees in APAC

2,356

2,612

2,597

Total Female employees in AMR

796

917

962

Total Female employees in EUR

1,184

1,237

1,252

Total Male employees in MEA

11,244

11,509

15,800

Total Male employees in APAC

5,564

6,297

6,480

Total Male employees in AMR

774

894

918

Total Male employees in EUR

1,681

1,699

1,708

Agility Sustainability Data	2017	2018	2019
Age Breakdown (Agility GIL)			
Employees under 30	6,009	6,527	8,672
Employees 30-50	14,281	15,085	17,800
Employees 50+	2,929	3,126	3,526
Employees unassigned	1,723	1,855	1,637
New Hires			
Total of new hires - FEMALE	1,414	1,640	1,682
Total of new hires - MALE	3,847	4,407	5,822
% of new hires - FEMALE	27%	27%	22%
% of new hires - MALE	73%	73%	78%
New hires under 30	2,581	3,241	4,196
New hires 30-50	2,032	2,115	2,697
New hires 50+	175	180	309
% of new hires under 30	54%	59%	58%
% of new hires 30-50	42%	38%	38%
% of new hires 50+	4%	3%	4%
New hires in MEA	2,398	2,243	4,051
New hires in APAC	1,879	2,675	2,421
New hires in AMR	442	567	512
New hires in EUR	542	562	520
% of new hires in MEA	46%	37%	54%
% of new hires in APAC	36%	44%	32%
% of new hires in AMR	8%	10%	7%
% of new hires in EUR	10%	9%	7%
Employees That Left			
Employees that left - MALE	3,324	3,294	4,787
Employees that left - FEMALE	1,312	1,173	1,494
% of employees that left - MALE	72%	74%	76%
% of employees that left - FEMALE	28%	26%	24%
Employees that left - under 30	1,892	1,737	2,670
Employees that left - 30-50	1,987	1,995	2,850
Employees that left - 50+	353	372	441
% of employees that left - under 30	45%	42%	45%
% of employees that left - 30-50	47%	49%	48%
% of employees that left - 50+	8%	9%	7%
Total employees that left - MEA	1,835	1,965	3,135
Total employees that left - APAC	1,893	1,688	2,263
Total employees that left - AMR	377	328	410
Total employees that left - EUR	531	486	473
% of employees that left - MEA	40%	44%	50%
% of employees that left - APAC	41%	38%	36%
% of employees that left - AMR	8%	7%	6%
% of employees that left - EUR	11%	11%	8%

Agility Sustainability Data	2017	2018	2019
Resource Consumption			
Vehicle Fuel (in liters, unless otherwise noted)			
Diesel (100% Mineral)	18,620,548	19,073,449	23,997,862
Diesel (Biofuel Blend)		1,002,111	291,368
District Heat & Steam (in Gigajoules)			270
Fuel Oil		1,500	4,057
Gas - Natural Gas (m3)		154,644	315,641
Gas - Natural Gas (kwh)			164,102
Gas CNG - Compressed Natural Gas (kilograms)	795,999	335,839	150,355
Gas LPG - Liquefied Petroleum Gas			238
Gasoline (100% Mineral)	1,031,643	1,982,793	804,282
Gasoline (Biofuel Blend)			15,059
Electricity (in kwh)	158,291,946	162,208,170	147,767,857
Water (in liters)	84,030,223	209,621,834	1,187,444,743
CO₂ Emissions (in metric tons)			
Direct Emissions	202,787	210,411	208,174
Scope 1	53,065	58,943	66,471
Scope 2	103,848	105,080	98,015
Scope 3	45,874	46,388	43,688
Emissions Intensity (Scope 1 & 2 Emissions/Revenue (KWD))	0.15	0.11	0.10
Emissions from Electricity	137,382	138,936	126,230
Emissions from Fuel	65,417	71,475	81,944
Outsourced Emissions	6,592,090	7,231,827	6,180,518
Air Freight	4,022,304	4,555,831	3,570,659
Ocean Freight	2,165,539	2,263,483	2,213,859
Road Freight	404,247	412,513	395,999

A Note on Agility's Resource Consumption and Emissions Data

In 2019, Agility collected operationally controlled resource consumption data from 50+ Agility Global Integrated Logistics (GIL) country operations, representing an estimated 94% of total GIL headcount. GIL currently represents about 70% of Agility's revenue. We believe GIL represents more than 75% of our operationally controlled carbon footprint. Tristar, another Agility entity, reports emissions separately in its own Tristar Sustainability Report. The remaining Agility entities, the infrastructure subsidiaries, are not currently collecting resource consumption data, though we expect to have baseline data for the largest subsidiary, Agility Logistics Parks (ALP) within the next 2 years.

For GIL resource consumption and direct emissions data, we work continuously to increase the number of country-operations that are reporting, as well as the accuracy and regularity of this data. However, our operations are still learning. In 2019, reported data for both electricity and fuel usage fluctuated by more than 20% in some countries. Through verification exercises with those countries, we were able to identify the source of error, or the business reason for year-on-year inconsistencies for most entries. Based on our verification exercises, we believe some of our largest operations in the Middle East may have erroneously double reported electricity usage prior to 2019. This double reporting is related to warehouses that are owned by Agility but leased to customers who actually control the resources consumed in the warehouse operations. Therefore, these warehouses are not under our operational control. But for all years prior to 2019, our operations teams erroneously included energy consumption information related to these warehouses. This error has led to a decrease in reported electricity usage in affected operations, first in 2018 and then again, in 2019. This decrease has been largely offset by newly reported electricity consumption from countries reporting for the first time in 2018 and 2019.

Our outsourced emissions are estimated from data on all shipments coordinated by Agility GIL, and should be taken as an "at least" estimate. The methodology used to calculate these emissions has been granted limited assurance by Carbon Trust.

Agility is not involved in manufacturing or similar industrial processes that require significant water consumption. However, we try to report on our consumption nevertheless. For water consumption information, reported data for all 3 years represents early attempts at reporting for most countries. Data is incomplete and inaccurate. In 2017 (18), 2018 (26), and 2019 (28) the number of countries reporting water increased. Also, the quantity of water reported increased considerably for countries that reported in both 2017 and 2018, with an average year-on-year change of about 90%. Typically, a country making its first report will report resource usage at the country headquarters, and expand to all branches in the following two years, so this year-on-year increase may make sense. At the present time, waste and recycling data is not consistent or comprehensive enough for public reporting.

Within the next two years, we aim to be able to internally verify resource consumption reports from more than 90% of GIL operations, as well as establish a baseline for ALP, which will allow us to revisit our emissions reduction targets and ensure they are ambitious. In the meantime, we continue to pursue measures to reduce our environmental impact. Please see our latest initiatives on our Greener Operations page. For detailed inquiries into our resource consumption reporting process, please reach out to csr@agility.com.

Agility Sustainability Data

2017

2018

2019

Community Investment Projects

Total projects	158	123	78
Asia	57	40	21
Americas	39	23	16
Europe	28	23	15
Middle East	34	37	26
Total # of community projects since 2006	1,645	1,768	1,846
# of Agility volunteers	4,128	2,273	969
# of people impacted	49,750	21,235	44,102
# of people educated with Agility support	10,929	15,036	6,416
Total # of people impacted since 2006	334,921	356,156	400,258

Donations and Fundraising (in USD)

Total annual corporate and employee giving	\$991,231	\$851,018	\$798,261
Donations and funds raised by local offices	\$29,463	\$135,434	\$87,520
Direct Employee Donations (online/payroll)	\$73,758	\$23,931	\$75,592
Agility Corporate Giving	\$412,010	\$413,731	\$295,807
DGS Paralyzed Veterans Golf Open	\$476,000	\$277,922	\$339,342

Donations and funds raised by local offices is tracked through our Community Investments database, as are Direct Employee Donations. Direct Employee Donations account for both funds contributed directly by employee donations as well as those raised from friends and family or the general public by employees through events and other fundraising activities. Agility Corporate Giving is our corporate donations budget, which goes to support community investment projects, global education drive and earth day events, often in the form of matching donations or grants to local offices. The DGS Paralyzed Veterans Golf Open is a signature DGS charitable event in the United States that has been running since 2008. Note that in 2019, the total reported here includes donations that were received after the event, and is higher than the total amount presented at the event itself. Where relevant, amounts in Kuwaiti Dinars have been converted to US dollars using the annual average exchange rate available here: <https://www.ofo.com/en-us/forex-news/historical-exchange-rates/yearly-average-rates/>.

Ethics Courses

Ethics courses completed	15,618	30,558	52,141
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Core ethics and anti-bribery courses are assigned to all computer-based employees. Additional courses are assigned depending on what is needed for an employee to know depending on the scope of their job.

Fair Labor Program Targets

100% of countries identified their own human rights risks	96%	90%
100% of employees trained on human rights	69%	87%
100% of largest emerging market operations audited every 2 years	46%	85%

For country-level fair labor data, please refer to sustainability.agility.com

How we measure progress

(1) 100% of countries understand human rights risks: 73 countries are required to conduct a self-assessment survey each year. Their human resources managers must undergo an annual training on the Fair Labor program. The denominator for this percentage is the headcount covered by the number of countries that have completed both the self-assessment and management training.

(2) 100% of employees trained: For full-service operations in the Middle East, Africa and Asia, human resources managers are required to conduct an employee roll-out to ensure that all employees, including subcontractors, are aware of their rights and how to report a grievance. For operations in the Americas and Europe, human rights managers are trained on the program, and are required to incorporate the fair labor training video into onboarding. The percentage here is of total headcount in countries that fulfill the requirements based on their region and scale.

(3) 100% of full-service emerging market operations audited: We assess human rights risk for our business on the basis of the scale of our operations, the presence of potentially vulnerable employees, including subcontracted or foreign migrant workers, and the country regulatory environment. We have identified 26 operations in the Middle East and Asia Pacific, reflected in the table above, for full participation in our Fair Labor program. For these countries, in addition to the first 2 steps, they are required to undergo a 3rd party social audit every 2 years. This audit must cover all aspects of the Fair Labor program. If no 3rd party audit is requested by a customer, the operations must voluntarily undergo an audit.

Agility Humanitarian Operations & Preparedness Projects 2017 - 2019

Year	Country	
2019	Lebanon	Fleet Management Training workshop for humanitarian logisticians
2019	Malaysia	Delivery of donated relief materials for flood-affected families in Johor Bahru
2019	Bangladesh	Customers Workshop in Cox's Bazaar with the Logistics Emergency Team*
2019	Mozambique	Cyclon Idai Flood Relief Donation to hasten delivery of aid materials
2019	Bahamas	Hurricane Dorian Relief Fundraising for World Food Kitchen
2019	South Sudan	Agility Tristar warehouse and distribution safety training for humanitarian logisticians
2018	Bangladesh	Preparedness activities with the Logistics Emergency Teams*
2018	Indonesia	Preparedness activities with the Logistics Emergency Teams*
2018	Indonesia	Donation of trucks and logistics coordination in Palu, Indonesia after a tsunami*
2018	Iraq	Donation of customs clearance process documentation and management support*
2018	Lebanon	Donation of humanitarian logistics/fleet operations training to Red Cross/Crescent*
2018	Nigeria	Logistics Capacity Assessment for port clearance process and timelines (import constraint mapping)
2018	Somalia	Donation of consultative services to help the World Food Programme build local market resilience
2017	Bangladesh	Donation of a refrigerated shipping container to support temperature-controlled storage for the Rohingya refugee response*
2017	Bangladesh	Flood relief distribution led by Bangladesh office to support 1,200 families on Dharabarshar char island
2017	Peru	Support coordination of flood relief efforts, collection of more than 400 tons of relief supplies for distribution*
2017	Thailand	Collection drive for donations and disaster relief logistics support by Thailand office for over 16,000 people in 12 flood-strick provinces
2017	Mexico	70 employees from Mexico office involved in emergency assistance activities and donation collection for Red Cross after massive earthquakes
2017	Somalia	Somalia fuel Logistics Capacity Assessment completed by Tristar*
2017	USA	Donation and transportation of aid materials from Chicago to Puerto Rico after hurricane
2017	USA	Donations raised and disbursed by Houston office to help employees affected by Hurricane Harvey
2017	Yemen	Donation of a refrigerated shipping container for temperature-controlled medication needed after a massive cholera outbreak*

* Conducted with the Logistics Emergency Team (LET), comprised of four of the largest global logistics and transportation companies:

Agility, UPS, Maersk and DP World. The LET collaborates to support the United Nations World Food Programme-led Logistics Cluster and its partners. The LET partners provide logistics support to humanitarian emergencies. They also work with the Logistics Cluster to assist local governments and NGOs with preparedness activities.

