

CSR Q&A SHORTCUT

ITEM	MAIN CATEGORIES	FREQUENTLY ASKED QUESTIONS	LAST UPDATE	STANDARD REPLY
1	CSR REPORTING	Does CMA publish a CSR Report ?	23-10-18	<p>Yes</p> <p>CMA CGM produces an annual Corporate Sustainability report on a voluntary basis since 2013. This document is part of the Board documentation and is verified by an external independent and competent third party -FULL DOCUMENT IS AVAILABLE ON THE CORPORATE WEBSITE in the CSR section. It is a French regulatory obligation as of 2019</p> <p>Share the link to CMA CGM CSR video on Youtube : https://www.youtube.com/watch?v=e45k9ub7r70</p>
2	CSR REPORTING	Does CMA have a CSR General Policy ?	23-10-18	<p>Yes</p> <p>Our CSR Policy is based on 6 axes :</p> <ol style="list-style-type: none"> 1. Business Ethics: Code Of Ethics, Third Party Code of Conduct, Competition, Anti-Corruption, Economics Sanctions, Data Protection 2. Value Chain: Customer Centricity, Innovation (Digital & Transformation), Sustainable Procurement 3. Social: Diversity (mixity & inclusion), Collaborators protections, Collaborators Development, Remuneration policy 4. Safety & Security: Certification & Compliance, Maritime Security, Health & Safety, Cargo Safety, international Security 5. Environment: Energies, Raw materials & Waste, Pollution & release, biodiversity: oceans 6. Civic – Societal actions: Regional development participation, Corporate philanthropy, civic actions, Emergency relief
3	CSR REPORTING	is the CSR policy of the company shared internally ?	23-10-18	<p>Yes</p> <p>Internal CSR communication : we regularly communicate to the employees through:</p> <ul style="list-style-type: none"> - the CMA CGM international weekly newsletter - the CMA CGM CSR internal Website - Meetings & conferences about CSR
4	CSR REPORTING	What are our CSR main objectives/strategy ?	23-10-18	<p>CMA CGM Environmental Sustainability Strategy relies on 3 main axis :</p> <ul style="list-style-type: none"> - Energy Climate and Air emissions - Ocean Preservation - Innovation and sustainable solutions <p>These strategic axis are cascaded into annual objectives and actions, and referring to environment specifically, 3 major objectives are : reducing by 30 % CO2 emissions btwn 2015 & 2025, developing eco-solutions and services, complying with major international regulations 2015/2025 (ballast water, ship dismantling, CO2, Sulfur cap ...), which will reduce significantly shipping environmental impacts</p> <p>In 2017, Rodolphe Saade, CEO of CMA CGM Group made the bold decision to equip our future 22,000 TEUs vessels with a technology firmly focused on the protection of the environment. By choosing LNG, CMA CGM confirms its ambition to be the a leading force in the industry in environmental protection by being a pioneer in innovative and eco-responsible technologies.”</p> <p>On the fleet side, we will pursue our energy efficiency programs, (ex : hull cleaning strategies, eco-technologies development...), on the inland side by developping low carbon and alternatives to road transport (ex : modal shift/short sea, rail and barges development...).</p>
5	CSR REPORTING	What is the mission of the CSR team ?	23-10-18	<p>The CSR and Environment Department is responsible for:</p> <ul style="list-style-type: none"> - Implementing the CSR policy in line with all group policies - Defining stakeholders’ CSR issues, priorities and expectations - Defining CSR objectives and coordinating CSR action plans - Evaluating, measuring and reporting on CSR performance
6	CSR REPORTING	What is the importance of CSR in the organisation ? Is top Management involved?	23-10-18	<p>We have a CSR approach & a CSR and Environment Department that reports directly to the Executive Management. The Executive Management define the CSR strategy to be implemented by the CSR & Environment Department : defining objectives & actions plan in linked to this strategy.</p> <p>CSR objectives & actions are stretched among all our entities & subsidiaries worldwide: head office, agencies, subsidiaries etc.</p> <p>The CSR & Environment Department are in daily contact with CSR network worldwide</p> <p>Sustainability is a component of the Group CSR strategy :</p> <ul style="list-style-type: none"> - Sustainability vision and agenda is under the direct responsibility of CMA CGM Executive Management - Sustainability is part of the Board mandatory topics as per the french applicable regulation - According to the nature and importance of some sustainability topics, Top Management is involved in the key orientations, objectives and achievements/performance reviews <p>Once a year, the Executive Committee and/or Management Committee is dedicated to environmental Subjects.</p> <p>According to the nature and the importance of some environmental topics or issues, extraordinary meetings and working groups can be organized. In 2017, a specific workgroup chaired by Mr Rodolphe Saade and Mr Salem, respectively CEO and Executive Officer, has been set up to review all options for future newbuildings energy options : economical, technical and environmental studies that led to the decision to opt for dual fuelled LNG vessels for the next 22 000 teus generation</p> <p>A CSR Committee meets regularly to draw up policies for the strategic areas put forward by General Management and to take the appropriate action. This Committee is composed of representants of the Human Resources, Audit and Risks, Compliance, Finance, Communication, Marketing, Branch Network, Purchasing, Transformation and Innovation and SSE departments as well as CMA Ships and the Foundation.</p> <p>Meetings & conference calls with regional entities are also regularly scheduled to validate local CSR objectives & actions.</p>
7	CSR REPORTING	What are our engagements towards customers ?	23-10-18	<p>Customers satisfaction is a key objective for the Group.</p> <p>Developing strong relationships with customers and propose eco-solutions is a major axis of our sustainability policy. Regular meetings and confcalls dedicated to sustainability matters are organized as a complementary way to ensure mutual alignment.</p> <p>Sustainability is integrated into our CRM process and tools and Sales/Commercial are regularly trained with sustainability subjects.</p> <p>For instance:</p> <ul style="list-style-type: none"> - Clean Cargo: this working group brings together shippers and carriers around the table. Subjects discussed are linked to the environmental shipping topics, in particular about: CO2, SOX, NOX, PM10 emissions calculation methodology standardization. CMA is a member of CCWG since 2005 . - CO2 premium service: carbon footprint analysis for customers who want to monitor their logistics related CO2 emissions per year, per trade and per transport mode, a first step towards CO2 emissions optimization - Face to face with clients: customer are welcomed in Ho to discuss specific concerns

8	CSR REPORTING	What Certifications/ Awards / Partnerships does CMA CGM claims ?	23-10-18	<p>ISO certifications:</p> <ul style="list-style-type: none"> - 100% of the CMA CGM owned fleet obtained triple ISO 9001, ISO 14001 and OHSAS 18001 certification. <p>Certificats : ISO 14001 - ISO 9001 - OHSAS 18001</p> <p>- 60% of Terminals subjected to the CMA CGM HO SSE Terminals policy have achieved ISO 14001 and/or OHSAS 18001 certification. In 2017, 12 ISO 14001 and OHSAS 18001 certifications were received for all terminals in the scope.</p> <p>Awards :</p> <ul style="list-style-type: none"> - EcoVadis – In 2018, for the 4th the year in a row, the Group received the GOLD level. CMA CGM is in the highest performing 1% of companies in terms of CSR according to the extra-financial rating agency EcoVadis <p>- CDP - Carbon Disclosure Project - With a rating of C, CMA CGM received an above-average rating for its business sector in 2017</p> <p>- Happy Trainees – In 2017, for the 3rd consecutive year, CMA CGM's head office was awarded the "Happy Trainees" label, which recognises the Group's HR policy for interns and work-study students.</p> <p>- Happy at Work – CMA CGM was ranked 10th best company as rated by employees under the age of 28 and was awarded the "Happy At Work For Starters" label with a score of 4.04/5 following a pilot survey conducted by Choosemycompany.com.</p> <p>- Best place to work - CMA CGM America came 3rd in the 2017 "Best place to work" awards. The award recognises positive working environments for employees, a family atmosphere, the large number of growth and development opportunities, a pay and reward system, and company initiatives in favour of the community.</p> <p>- Safety At Sea Awards 2017 - The annual Safety At Sea Awards recognises APL's initiatives which have improved the work life and welfare of sea crew on board APL-operated vessels in 2016. Organised by IHS Markit, Safety At Sea is a Worldwide annual award that recognises individuals and companies at the forefront of safety in global shipping.</p> <p>Memberships in organizations focused on Environmental Sustainability: Clean Cargo, World Shipping Council, Ecovadis, Armateurs de France,</p>
9	CSR REPORTING	CSR Performance Benchmark	23-10-18	<p>External benchmark: As far as possible, yes based on public announcement and communications from our peers , however, maturity, reliability, transparency and comparability between operators are key factors and limitations in a benchmark process.</p> <p>Benchmarks are done on a continuous process. This continuous monitoring allows us to understand short, mid, and long-term trends, so as to foster strategic decision-making.</p>
10	ETHICS	Does CMA CGM have an Ethics and compliance policy ?	24-10-18	<p>Our ethics principles are publicly available online in our CSR Report page 10 to 13 (link to report in item 1 of this document) , To visit Ethics and Compliance intranet site and upload below documents click here</p> <p>CMA CGM compliance program includes policies to cover any compliance areas such as :</p> <ul style="list-style-type: none"> - Code of Ethics - Third Party Code of Conduct - Anti-corruption policy - Gifts & Hospitality Policy (which also governs Marketing Events, Sponsorships, Charitable Contributions and issuance of letter of invitation (visa).) - Conflict of Interest Policy - Third Parties Management Procedure - Process for the Engagement and Retention of Lobbyists - Ethics Hotline Policy - Non Retaliation Policy - Competition Law Policy - Economic sanctions Compliance Policy and Procedure
11	ETHICS	Are employees trained in ethics/compliance ?	24-10-18	<p>The Ethics & Compliance Division offers guidance for all the Group's employees. Intranet familiarisation on fair business practices and E-learning modules on European competition law and economic sanctions are compulsory for Group employees. The economic sanctions modules were updated in late 2015 and are completed by campus based courses taught at the Head office Academy.</p>
12	ETHICS	Does CMA CGM have a risk management process ?	14-05-18	<p>CMA CGM has a dedicated Risk management department.</p> <p>The CSR and Environment Department, in the frame of the CSR comitee, is a major contributor to the Group risk map, that is updated quarterly and presented to the Executive Management.</p> <p>Risk Management processes include CSR-related risks, which are considered as critical as operational Group's risks.</p> <p>The CSR and Environment Department & the Risk Department have identify potential CSR risks in each of our CSR axes, and have implemented actions to avoid and/or prevent issues. For instance:</p> <ul style="list-style-type: none"> - Value Chain / Business Ethics: compliance with the Anti-corruption, economic sanction regulations, personal data collection, - Social: modern slavery, prevention of psycho-social risks - Safety / Security: security policy is to avoid any accidents that may result in injury or loss of life, either to shore-based or seagoing employees, or major damage, either to vessels, goods or the environment, by establishing a set of procedures that are regularly evaluated and reviewed in an integrated management system (IMS). - Environment: risk related to climate change, pollution and release, accidental discharge at sea, containers lost at sea, biodiversity impact
13	ETHICS	Was the CMA CGM group involved in any Environment, Health & Safety violations witin the last 3 years ?	24-10-18	<p>No open Environment, Health & Safety violations with fine has been received in the last 3 years (Nov 2018)</p> <p>Latest Economic sanctions related litigation proceeding: CMA CGM's affiliate in the U.S., CMA CGM (America) LLC, settled allegations of violations of several American sanctions program with the OFAC in 2011. . The OFAC fine imposed on CMA CGM (America) LLC marks the start of CMA CGM Compliance program to ensure compliance of the Group's activities with all applicable sanctions regimes, including but not limited to the U.S., UN and EU sanctions. /// Competition related litigation proceedings: Russia: Nov. 2013: official opening of the proceedings by the Federal Antimonopoly Service (FAS) in relation to 14 Russian agents of the shipping companies, alleged in the concerted practices resulting in simultaneous price increase (GRIs); /// Dec. 2015: announcement of the FAS decision: (i) cartel allegations dismissed in relation to all defendants, including CMA CGM's Russian shipping agent; and (ii) the concerted practices were established in the DRY containers and REF containers markets of import of containers on the route South-East Asia - Saint-Petersburg in 2012/13, however CMA CGM SA alleged liabilities were retained on the DRY containers market only. On 15 March 2016 CMA CGM lodged an appeal against the FAS decision. /// Spain: CNC (Comision Nacional de la Competencia) issued a statement of objection dated December 22, against 14 shipping companies including CMA CGM and COMANAV, alleging anti-competitive conduct between maritime companies on passenger, vehicles and cargo transport between Spain and Morocco from 2002 to 2009 On 7 November 2012, a decision was rendered by the CNC imposing fines to the relevant maritime companies, CMA CGM and COMANAV being fined to EUR 13,834,519. On January 3, 2013, CMA CGM and COMANAV appealed the CNC decision before the Audiencia Nacional in Madrid. On 19 February 2013, The Audiencia Nacional allowed the suspension of payment of fines against CMA CGM providing a bank guarantee to the CNC. The State Lawyer (CNC) submitted its answers on 5 September 2013. The Audiencia Nacional might decide to admit additional evidence. Decision still expected. /// France : From 2009 to 2013 the AC conducted an antitrust procedure against CMA CGM, AP Moeller-Maersk, Mafret, W.E.C. Lines B.V on the North Europe- French West Indies trade. In 2013 the AC obtained binding commitments from the companies and the procedure was closed without any recognition of liability. /// European Union: Further to an investigation conducted by the European Commission towards 14 containers shipping companies for alleged cartel on price fixing, the European Commission issued on November 26th 2015 its competition concerns to which the relevant 14 containers shipping companies answered by offering binding commitments on the process of publication of rates increase. Parties' proposed commitments were published on february 2016. On 31 August 2016, the European Commission published its decision rendering the commitments offered by fourteen container liner shipping companies legally binding. The Commission closed its formal investigation that it started in 2011 without finding any competition law infringements. /// Italy: On the basis of a complaint, the Italian competition authority (ICA) started an investigation for the purpose of establishing the existence of agreements between Italian maritime agencies of Genoa related to administrative fees. The ICA issued its Statement of Objections through which they confirmed that they have enough elements evidencing the implementation of a prohibited agreement between involved parties. On 07 March 2012, a decision was rendered by the ICA and CMA CGM ITALY was condemned to pay the amount of \$ 1.142.750. CMA CGM ITALY appealed the ICA decision before the regional administrative Court of Latium (TAR) on May 16, 2012. On October 23, 2012, the TAR has totally upheld CMA CGM Italy appeals and, therefore, has integrally annulled the ICA's decision. The ICA appealed the TAR decision before the Consiglio di Stato on January 15, 2013. The Consiglio de Stato rejected the ICA appeal and</p>

14	ETHICS	Does CMA CGM have its own Code of Ethics?	14-05-18	<p>The Code of ethics is the Group's reference document for ethics and compliance. It was created to clearly communicate the principles and rules everyone must follow while conducting their business.</p> <p>More specifically, the Group pledges to obey applicable regulations. There is a special manual on this for all the Group's employees. It gives workers concrete examples so they can react appropriately in dangerous situations. The Ethics & Compliance Division offers guidance for all the Group's employees. E-learning modules on European competition law and economic sanctions are compulsory for Group employees. The economic sanctions modules were updated in late 2015 and supplemented by classroom courses taught at the Head office.</p> <p>As such, all the Group's employees are encouraged to use any means to report any violation of the Code of ethics, compliance manuals, applicable procedures and regulations to general management, their direct managers, the Group Ethics & Compliance Division and/or do so through any other existing channel</p> <p>2018: In 2017, the Compliance Department has been consolidated with a nomination of a Chief Compliance Officer.</p> <ul style="list-style-type: none"> - An e-learning session on the Code Of Ethics is compulsory for all collaborators - Moreover, Collaborators must sign the Code Of Ethics at the same moment that they sign their contract.(see item 2) - A whistleblowing procedure is already implemented for collaborators (& others stakeholders: clients, subcontractors...) on all subjects related to the Group but in 2018 this process will be highlighted & extended. - An internal dashboard on these topics have been implemented, and will be communicate internally & externally in accordance with the Devoir de Vigilance French Law & Sapin II Law
15	ETHICS	How is Compliance guaranteed within CMA CGM ?	24-10-18	<p>COMPLIANCE ORGANISATION:</p> <p>CMA CGM has a Compliance Management System in place including: Tone at the top, management oversight, a complete compliance program and compliance audit. The Compliance Department is responsible for the development of the Compliance Program. The Internal Audit and Risk Prevention Department also appoint dedicated resources to the fight against corruption. This department is notably in charge of establishing and updating the mapping of corruption risks and monitoring progress in the implementation of the fight against corruption through the 8 components provided for by the Sapin II law.</p> <p>The Group's internal and external communication departments devote a significant proportion of their time to communicate the Group's anti-corruption compliance policies and procedures both within the Group and to our external partners in the most straightforward way. In addition, the Group is accompanied by external consultants in the implementation and deployment of the system. Finally, the Group has invested in various tools, solutions and applications (e-learning, EthicsPoint Navex system) essential to the implementation of a modern and effective anti-corruption system.</p> <p>COMPLIANCE MANAGER:</p> <p>At the request of the Chief Executive Officer, CMA CGM Group has strengthened its human resources dedicated to the fight against corruption over the past year. A Group Compliance Manager, a French and American national with extensive compliance experience, was recruited in April 2017 to head the Group's legal and regulatory compliance function. An anti-corruption compliance manager who reports to the Group Compliance Manager was recruited in January 2018 and completes an internal anti-corruption team of 3 full-time staff. This team relies on a network of compliance correspondents located in the regions, notably in North America (correspondent located in Norfolk), Asia (Singapore), Latin America (Sao Paolo) and Australia (Melbourne).</p>
16	ETHICS	Does CMA CGM complies with French SAPIN II law ?	24-10-18	<p>CMA CGM has developed a full program in order to comply with the French Sapin II laws, in particular through its 8 pillars:</p> <ol style="list-style-type: none"> (1) A code of conduct: this must define acts considered to constitute corruption. It has been released in August 2018, following consultation if the employee representatives. CMA CGM had already of Code of Ethics, that has been updated in March 2018 with a new Tone at the Top from our CEO. (2) An internal warning system: where employees can report breaches of the code of conduct: A new Ethics Hotline has been implemented hosted by Navex Global. Its launch is pending the final labor requirements especially in France and in Europe. The system already launched in five countries: USA, Canada, Singapore, New-Zealand, South Africa. Launch in the rest of the world is expected in September 2018. (3) Risk mapping: aims to identify, analyze and prioritize risks of a company's exposure to corruption. This risk mapping has been elaborated by the Risk Management department and is subject to a continuous follow-up. (4) Third parties due diligence processes: A process has been implemented to make a third parties assessment and is already in place for the key transactions (M&A, Co-contracting, agency, resellers, etc). An additional process is developed by the procurement department in collaboration with E&Y. A KYC process is under development for CMA CGM customers (more than 1.3 million). (5) Internal or external accounting controls to ensure that books, records and accounts are not being used to conceal acts of corruption. The Financial Department is in charge of this process. (6) Staff training for those with the highest risk of exposure to corruption. CMA CGM has developed several trainings (e-learning and on site) in H2 and H3 2018. (7) Disciplinary systems for employees who violate the code of conduct. This was already mentioned in the Code of Ethics and the "Règlement Intérieur". (8) Internal controls and assessments of established programs. This will be held by the Audit Department.
17	ETHICS	Is CMA CGM fighting against Modern Slavery	24-10-18	<p>Yes question is addressed in CMA CGM code of ethics (see item 14)</p>
18	ETHICS	Does CMA CGM evaluates CSR engagement of its own partners ?	24-10-18	<p>The Compliance Department is working with internationally recognized law firms, such as E&Y, Willkie Farr & Gallagher LLP, August & Debozy, to help in developing a best-in-class Compliance Program and in evaluating it. In addition, CMA CGM Group Procurement is currently working in partnership with EcoVadis an external company specialised in CSR evaluation worldwide. For instance, they are sending surveys to suppliers to rate them on CSR subjects or they are giving training contents to "educate" our buyers and internal customers to the need of considering CSR aspects as a risk.</p>
19	WORKFORCE SOCIAL	How does CMA CGM motivates/involves its staff in the development of the company	24-10-18	<p>In 2017, the blue box initiative has been created to report/suggest any innovative idea, including environmental and sustainability ones. Many suggestions have been raised and taken into account in our global strategy where applicable. Besides, any person who wants to provide new ideas can use our generic address : ho.environment@cma-cgm.</p>
20	WORKFORCE SOCIAL	Is there a sustainability culture within the Group ?	24-10-18	<p>Newjoiners are going through an integration process including environmental sustainability topics. CMA CGM academy provides and is continuously developing sustainability trainings. Our internal / external communication plans includes also sustainability.</p> <p>The Group has created an in-house university in order to guarantee quality training, to ensure the transmission of values and methods and to manage the vast number of different branches of activities and skills of the shipping industry.</p> <p>CMA CGM academy provides and is continuously developing sustainability trainings to all employees. Trainings are both voluntary and mandatory, it depends on subjects.</p> <p>New joiners (internships, part-time and full-time employees) are going through an integration process including environmental sustainability topics. This integration process is a day or a half-day integration meeting and additional elearning trainings.</p>
21	WORKFORCE SOCIAL	Does CMA CGM have a Diversity / anti-Discrimination H&R policy	24-10-18	<p>Diversity plays a key role in supporting the Group's strategy.</p> <p>CMA CGM Group strives to give everyone the same advancement opportunities within the organisation. The Code of Ethics clearly defines the Group's commitment to diversity and equal opportunities. We derive our integrity by respecting and protecting the fundamental rights and freedoms as instituted in the Universal Declaration of Human Rights. Through this declaration, the Group has committed to eliminating any discrimination of any kind based on nationality, class, race, disability, gender, age, religion and political views. More broadly, the Group anti-discrimination policy is based on the principles of freedom of opinion, job placement and retention for disabled employees, and job equality as per the bargaining agreement. As such, several projects have been implemented and there is constant dialogue between the staff representative bodies and management in order to more fully address areas in which the employment environment climate and the atmosphere at work in general may be improved.</p> <p>The Group creates the "Diversity for Better Performance" Committee. The Committee's role is to make diversity a source of performance for the Group, and it is structured around 4 areas of work:</p> <ul style="list-style-type: none"> - Interculturality: to improve understanding of the culture of the different foreign partners and thus encourage exchanges - Intergenerationality to develop knowledge and the transfer of skills between the different generations - Gender equality to feminise the Group's image and reduce the status gap between men and women - Disability: to promote and facilitate the work of disabled collaborators

22	WORKFORCE SOCIAL	What are the working conditions at CMA CGM	24-10-18	<p>Numerous measures are taken to ensure that employees have an appropriate work-life balance. A gender equality agreement providing for 100% paternity leave for shore-based and seagoing employees, flexible working hours for pregnant women, the provision of 12 optimised cradles to accommodate 18 children of employees within a private crèche or the payment of a "child allowance" to the establishment committee, the introduction of personalised working hours for full-time staff (variable shifts) at all metropolitan shore-based offices, etc..</p> <p>Apart from emergency situation, travel should be planned in advance. Seagoing employees also need fair warning of ship departures so they can make family arrangements as expressed by the employees. Working conditions are discussed at meetings of the Health and Safety Committees involving Employee Representative Bodies and Management representatives.</p> <p>In 2017, the actions taken to improve quality of life at work focused principally on improving employee monitoring.</p> <p>For example, a support process for those returning from long-term absences has been introduced in the form of various appointments between the human resources department, the manager and, where necessary, the occupational psychologist.</p>
23	ENVIRONMENT	How does CMA CGM monitors its overall environmental performance	24-10-18	<p>Environmental Management Review process allows to review performance on a regular basis and set where applicable preventive & corrective actions, including prior analysis and investigations, or continuous improvement targets. Environment performance reports are done regularly to the Top Management. If trends are not good enough, correctives & preventives actions are decided and implemented.</p> <p>CMA CGM environmental KPIS are regularly verified and even audited by independent third party experts. They are focused on the core material issues for CMA CGM group as well as financial reporting scope of consolidation. Whereas CO2 emissions are verified annually, only on the maritime scope (representing more than 90 % of global carbon footprint), other environmental Kpis are monitored as well (number of pollution, waste etc...) as part of the annual CSR report.</p> <p>Our KPIS includes the following : total CO2, NOX, SOX emissions, air emissions efficiency per teu transported and km-teu, number of oil pollution and containers lost at sea, number of vessels under the waste management program, % of vessels equipped with eco-technologies. Additionally, the number of customers sustainability requests, premium CO2 reports or pacts etc...</p> <p>Our environmental management system is framed by our ISO 14001 certification which itself includes a continuous improvement process</p> <p>Since 2003, CMA CGM is a historic and active member of the Clean Cargo Group. Main objective is to introduce Global Standards and a sole Methodology to evaluate the environmental performance of marine container transport worldwide. 49 members / 26 shippers (BCOs and IFFs) / 85% of container fleet / 3 300 vessels reported into CCGW Database / Annual CO2 indexes Reports.</p>
24	ENVIRONMENT	Does CMA CGM have a CO2 reduction target ?	24-10-18	<p>Between 2005 and 2015, CMA CGM has achieved a 50 % CO2 improvement (per teu-km) thanks to investment in modern vessels, improved technologies such as hydrodynamics or energy efficiency measures, speed reduction, optimized routing - fleet navigation center and last but not the least network improvement and optimization including alliances with fellow carriers, etc...</p> <p>In 2016, we have improved by 5 % our carbon efficiency for our fleet versus 2015, so we consider to be on good track with our - 30 % objective by 2025. In 2017, our CO2 performance has been improved by 10 % per container transported (figures under 3rd party verification). This performance is due to the network optimization (Ocean Alliance) and the integration of APL, as well as on-going efforts to optimize fuel consumption</p>
25	ENVIRONMENT	What a bout environmental training within CMA CGM ?	24-10-18	<p>CMA CGM invests in training courses that are designed to make environmental protection an integral part of all our business activities. All the Group's new employees receive safety and environmental training when they are hired for their particular job so they can carry out their work in full compliance with these rules. Depending on their job, every employee is then required to attend specific training modules for their field (i.e. ISO 14001 for internal auditors, chemical risks for workers who handle chemicals, etc.). An e-learning course that covers the key points of the group's environmental policy to be highlighted to customers has been created on the Academy's portal to be used by sales representatives. Also, for all the Group's seagoing employees, a training schedule is drawn up based on the employee's rank and his/her potential impact on the environment. This training is carried out in e-learning format and each sailor can access it either on board or on the ground. Special seminars for officers are also routinely organised at the Group's main offices to inform, raise awareness and train officers on issues related to health, safety, security and the environment. The seminars are held at the Group's head office twice per year.</p>
26	ENVIRONMENT	How does CMA CGM monitors and reports its CO2 emissions ?	24-10-18	<p>CMA CGM has a long track history regarding carbon efficiency, measurement, reliability and transparency, notably thanks to its early engagement (2005) in the Clean Cargo Group. In 2010, we have developped a Carbon Calculator on line with public access available at www.cma-cgm.com. Then, a carbon display on our ECommerce platform was made available to our connected customers : carbon information is automatically calculated and displayed in "shipment details". Since 2016, carbon personalized reports are proposed to our VIP customers. Indeed, "Your Carbon Footprint" is CMA CGM premium service for strategic customers to track, analyze, understand and reduce carbon emission from the logistics chain. Carbon reports data are verified by KPMG. Specific customer reports are available upon request by contacting environment@cma-cgm.com.</p>
27	ENVIRONMENT	What is CMA CGM strategy to fight climate change ?	24-10-18	<p>Focus Shipping Paris Agreement on Climate Change</p> <p>Some facts and figures:</p> <ul style="list-style-type: none"> >In April 2018, the International Maritime Organization has concluded the "Paris Agreement for the Shipping Sector", an ambitious and long term strategy to decarbonize maritime transport. >At this stage, practical modalities, timeframe are still to be defined and developed, however, substantial operational, technical and financial impacts and opportunities for shipping lines, their customers and stakeholders are to be expected. >Shipping accounts for about 2,5 % of global CO2 emissions, thus 800 million tons per year, a figure expected to double by 2050 with growth and trade development. <p>Our Strategy:</p> <ul style="list-style-type: none"> >CMA CGM already provides strong evidences of its commitment to actively fight climate change and reduce its CO2 emissions (cf slides 5,6,7 and 11 of presentation to customer). >The Group closely <u>monitors</u> its CO2 emissions and participate to the development of practical measures to <u>reduce</u> CO2 emissions from shipping at large and invites its customers to get involved as well. >CMA CGM will continue to enforce and increase its efforts to improve energy efficiency of its fleet, and research and development in low carbon fuels, stronger collaboration with customers and other stakeholders will be key to achieve such level of ambition.
28	ENVIRONMENT	How does CMA CGM work on Fuel savings ?	26-10-18	<p>For several years now, the Group has undertaken numerous steps to reduce fuel consumption: retrofitting of the fleet with the latest eco-technologies, oversight and monitoring of consumption, reducing speed, optimisation of ships' routes, technical improvements relating to propulsion and hydrodynamism.</p> <p>More specifically, in 2013 CMA CGM launched a programme to optimise its owned fleet primarily by modifying its bulbous bows. Carried out in dry dock, this change optimises the hydrodynamism of the vessels at the speedsnow to adjust to slow steaming policy. These changes have already been applied to 66 vessels, including 8 in 2017. This innovation reduces fuel costs and CO2 emissions by 5% to 10%, respectively. Furthermore, the Group has also launched a programme for changing propellers with optimised energy efficiency. In 2017, 17 propellers were changed.</p> <p>Another example of steps taken to reduce energy consumption: CMA SHIPS derates the main engines of its largest vessels to ensure compliance with speed reduction policy</p> <p>In 2017, the Group launched a program to install recovery boilers for auxiliary engines (this was already the case with main engines). Instead of burning hydrocarbons to produce the required levels of steam, the boiler will recover the heat from the flue gases from the auxiliary engines, even when the main engine is at rest. 13 vessels are equipped with this technology.</p>

29	ENVIRONMENT	How will CMA CGM cope with IMO 2020 sulfur cap?	26-10-18	<p>Focus: 2020 Global 0,5 % Sulfur cap</p> <p>The current global sulfur cap on bunker fuel : 3,5% As from January 1st, 2020, stricter regulation will be enforced: new global sulfur limit of 0,5% . This requirement comes in addition to the 0,1% Sulphur limit in the SECA zones Fuel supply chain to be reconfigured to comply with the new IMO regulation (several compliance options) Bunker expenses expected to rise up. However, industry is not able yet to make realistic assumptions about extra costs</p> <p>CMA CGM Strategy: >approx 60 CMA CGM vessels will be equipped with scrubber systems (3 ship deliveries in 2018 to evaluate and monitor the system in operating conditions)</p> <p>>CMA CGM signed in Oct. 2016 and Feb 2017 2 MOU with ENGIE and TOTAL in a view to anticipate and secure low sulfur fuel supply (0,5% sulfur max), In case of unavailability, CMA CGM will burn MARINE DIESEL OIL to insure full compliance</p> <p>>The group confirmed in October 2017 the purchase of 9* 22 000 teus vessels equipped with LNG propulsion emitting 0% sulfur</p> <p>share the SULFUR CAP video on youtube : https://www.youtube.com/watch?v=nV3hzDa5rhw</p>
30	ENVIRONMENT	Why did CMA CGM choose LNG for its future containerships ?	26-10-18	<p>Focus: LNG >> cf. Innovations and New initiatives</p> <p>We decided to invest in LNG Propulsion: technological breakthrough for the protection of the environment The result of a 7 years R&D project in cooperation with shipyards, engine makers, ports etc ... A technology that will apply on 22,000 TEUs containerships for the first time in the history of the shipping industry</p> <p>LNG engine by CMA CGM implies a limited number of changes in vessels design : >Dual fuel solution for propelling and auxilliary engines >Tanks capacity :18 000 m3</p> <p>Benefits of Liquefied Natural Gas : Up to 25% less CO2 -99% sulphur emissions -99% particulate matters -85% nitrogen oxides emissions</p> <p>share the LNG video on youtube https://www.youtube.com/watch?v=OtbD4eMRuCc</p>
31	ENVIRONMENT	How does CMA CGM place environment at the heart of its daily life	26-10-18	<p>We can demonstrate how we undertake waste segregation on board (dispose of toner cartridges, batteries, electrical items, ertc) and ashore (double sided printing, the use of scrap paper and paper recycling in HO...) We promote employee awareness, energy saving policies, reduce waste. We support homeworking to minimise travel and encourage visioconference whenever possible within the group. We are able to demonstrate how our processes/daily activities reduce environmental impact. We do try to minimise company travels. We selected external suppliers via our Responsible purchasing policy (office and ships under direct CMA CGM management)</p>
32	ENVIRONMENT	What is CMA CGM Ship Recycling / Dismantling policy ?	26-10-18	<p>As you may know, CMA CGM has one of the most modern and young fleet within the sector, so in a logical way, ships are predominantly sold on the second hand market a long time before they reach their end of life. However, when it comes about ship recycling issues, the Group's position is to urge the adoption and ratification of the Hong Kong International Convention for the Safe and Environmentally Sound Recycling of Ships. Faithful to his environmental commitments, CMA CGM has already taken proactive actions to promote better hazard management enhancing health, safety and environment in the dismantling process in line with the Hong Kong Convention. Among other, since 2007, all our new building vessels are equipped with an approved Inventory of Hazardous Materials (Green Passport) strengthening that dismantling issues are identified and addressed within our organization. In shipyard selection process, when operationally feasible, CMA CGM is considering recycling shipyards committed to safety and environment with E&S management systems certified or similar to ISO 14001 or OSHAS 18001 standards.</p>
33	ENVIRONMENT	Does CMA CGM have a solid waste sorting policy onboard its ship?	26-10-18	<p>In respect of solid waste, the Group has launched an innovative, ecological and exemplary approach that goes beyond the requirements of the MARPOL regulation: the "Green Ship" Programme. All of the Group's owned ships now participate in this programme. This initiative revolves around four key points: 1. Selective sorting of all waste 2. The removal of incinerators in favour of new generation compactors, eliminating the emission of polluting gases 3. The formal prohibition of throwing any waste overboard (excluding food) 4. Optimising the recycling of waste on land</p> <p>The quantity of waste produced is continually monitored and reported and specific training is carried out both on board and on land. All owned vessels are currently committed to this programme. On average in 2017, vessels produced less than 10m3 of waste per month. The programme also allows for exchange on "good practices" or "difficulties encountered" with the vessels. Ports that collect waste for recycling are listed by the type of waste they collect (ink cartridges, plastic, etc.), while certain other ports are not recommended. The aim is to draw up a central map of ports that provide the best selective sorting process.</p>
34	ENVIRONMENT	What measures does CMA CGM take to protect Biodiversity ?	26-10-18	<p>The Water Ballast Management Convention adopted by the IMO in February 2004 was ratified in 2016 and entered into force on 8 September 2017. CMA CGM pre-empted the entry into force of this convention by equipping as many new vessels as possible with a ballast water treatment system. This discharges water into the sea that is completely free from any living organism that may impact marine biodiversity. In parallel, the US has also introduced local regulations on the treatment of ballast water. It has approved six ballast water treatment systems that comply with US regulations, which are more stringent than international regulations. The Group's ships are equipped with approved systems and will be required to treat their ballast water using one of these systems before discharging it into US waters.</p> <p>The Group has devised a schedule for installing these systems on its owned fleet, in accordance with the requirements of the international convention and American regulations. 85 Group ships are already equipped. In addition to the ballast water treatment system, the owned fleet is equipped with a number of technologies to limit its impact on biodiversity.</p> <p>The "Fast Oil Recovery System", a pollution management technology, is a simple, reliable and safe system that recovers hydrocarbons in the hold without needing to penetrate the ship's hull in the event of the ship being grounded. 45 vessels are equipped with this technology.</p> <p>Until 2010, the fuel on container ships was generally stored in the hulls of vessels, protected by a single seal. Since the MARPOL 12A rule entered into force (~2010), double seals have been used. The installation of a second wall around fuel tanks prevents the risk of maritime pollution in the event of a collision or if vessel's hull is punctured.</p> <p>Additional tanks allow bilge water, machine water and grey water to be treated. In addition, the deck equipment is fully electric to avoid any leakages of hydraulic fluid. In parallel, several programmes have been introduced in the United States and Canada for the protection of marine cetaceans. On the East Coast of the United States and Canada, CMA CGM vessels are required to reduce their speed to a maximum of 10 knots in certain areas recognised as breeding grounds for marine cetaceans.</p> <p>Also, on the West Coast, CMA CGM has voluntarily committed to the "Green Flag" speed reduction programme that was introduced in the sanctuary near the Santa Barbara Islands. The port of Long Beach rewarded CMA CGM for dropping the speeds of its container ships at both: · 40 nautical miles from the port · 20 nautical miles from the port</p> <p>Furthermore, with the help of the Fleet Navigation Centre, the Group monitors the areas where lower speeds are recommended. Wherever possible, the Group strives to lower its speeds and thus limit the risk of collision in these cetacean protection sanctuaries. cf page 42 – Fleet Navigation Center</p> <p>To limit the transport of endangered species, the Group has implemented procedures that raise alerts about this type of cargo</p>

35	ENVIRONMENT	What is the position of CMA CGM towards innovation ?	14-05-18	<p>Investments in energy efficiency, MOU on future energies, carbon reports as an on-going and continuous improvement process. You can find additional information in the attached file named : "CMA CGM_Environment_2005-2015"</p> <p>In 2017, Rodolphe Saade, CEO of CMA CGM Group made the bold decision to equip our future 22,000 TEUs vessels with a technology firmly focused on the protection of the environment. By choosing LNG, CMA CGM confirms its ambition to be the leading force in the industry in environmental protection by being a pioneer in innovative and eco-responsible technologies." It will reduce to almost 0 sulfur, particulate matters, and up to - 80 % NOX and up to -25 % CO2 emissions, while reducing noise by 50 %.</p> <p>On the fleet side, we will pursue our energy efficiency programs, (ex : hull cleaning strategies, eco-technologies development...), on the inland side by developing low carbon and alternatives to road transport only (ex : modal shift/short sea, rail and barges development...).</p> <p>To a certain extent, we are trying to always innovate and especially regarding energy efficiency of our fleet, but also on containers (lighter, alternative materials etc..) and carbon services (calculator, personalized reports...), alternative modes of transport to trucks - barge or rail ...</p>
36	SAFETY SECURITY HEALTH	Does CMA CGM have a full documented health and Safety policy ?	05-11-18	<p>We have a Company QHSE policy. A dedicated Accident Prevention Committee is responsible for continuously improving safety performance, setting targets, review performance.</p> <p>The health and safety of the Group's employees is a priority. Certain activities and business lines present significant risks, particularly on board, but also terminal and warehousing operations.</p> <p>The objective of the CMA CGM Group's safety policy is to avoid any accidents that may result in injury or death, either to shore-based or seagoing employees, or major damage, either to vessels, goods or the environment, by establishing a set of procedures that are regularly evaluated and reviewed in an integrated management system (IMS).</p> <p>A dedicated SSE Department (Safety, Security, Environment) is involved in both analysing and preventing risks, and in auditing and implementing technical and organisational procedures in accordance with prevailing regulations. This department carries out internal annual audits on board vessels and on land, in order to check that CMA CGM's security policy is being properly applied. This same department is tasked with coordinating operations in a major crisis.</p> <p>The assessment of risks associated with safety and working conditions is central to the Group's preventive approach. It comprises an ongoing improvement process in which all employees, from Management to seagoing and operational employees, are involved on a daily basis.</p> <p>As required by applicable regulations, all risks are identified, assessed and are the subject of annual prevention plans at the various maritime, land-based and shore-based entities. These prevention plans cover varied topics such as individual protective equipment, chemical risks, psychosocial risks, addictions and noise risks. Investigations are systematically conducted into workplace accidents with work stoppages of more than 24 hours and/or near misses that are considered to be serious, in order to analyse the causes and implement appropriate corrective and preventive actions.</p>
37	SAFETY SECURITY HEALTH	Are employees duly informed and trained about safety rules within CMA CGM organization ?	05-11-18	<p>An Integrated Management system Index is shared with employees covering all safety situations and procedures related to safety. In addition, seafarers on board benefit from a specific training program to ensure they maintain their knowledge and competencies, as well as regular seminars and on board trainings.</p> <p>statistics such as LTIFR evolution can be found in the 2017 CSR report (refer to item 1).</p> <p>Every quarter, feedback on on-board incidents (accidents, near misses and inspections) is compiled and discussed by owned fleets. This allows sailors to benefit from others' experiences and better anticipate risks.</p> <p>In 2017, actions to develop the safety culture with the teams were strengthened. A third safety campaign for all crews was rolled out. The subject, this time, was Individual Protection Equipment, prevention for on-board dockers a satisfaction questionnaire on safety on board vessels.</p> <p>Training and awareness-raising are crucial aspects of prevention. These comprise mandatory business line training sessions, on-shore, on-board, workstation and tool familiarisation sessions, and a catalogue of distance training sessions for seagoing employees, specific training courses for all second officers, as well as a programme of regular exercises and navigation simulators. Seminars were held at the head office for officers of all the Group's fleets. Participants discussed various operational topics and on-board safety (analysis of reported incidents, safety management, etc.).</p> <p>The Group is also an active member of the CSSF (Container Ship Safety Forum). Launched in 2014, this is an inter-company network that seeks to improve safety performance and container transport management practice.</p> <p>We make a special focus on "near miss" which is an unintentional incident that could have caused damage, injury or death, but was narrowly avoided. Near misses must be studied and recorded, and experiences must be shared to reduce the likelihood of similar incidents occurring. Most workplace accidents are preceded by near misses that should serve as a warning. In 2017, CMA Ships recorded an increase of 91% compared to 2016.</p>
38	SAFETY SECURITY HEALTH	Does CMA CGM hold HSE statistics ? What are the KPIs ?	05-11-18	<p>Key safety indicators are : Number of fatalities, Number of injury, Lost Time Injury, Lost Time Injury Frequency, Severity Rate, Subcontractors number of injury etc..</p> <p>Reporting : Safety issues are collected on a daily basis: a report is done and filled in the database to be included in a weekly report and a monthly dashboard</p> <p>Data are verified externally on annual basis by external independent third parties.</p> <p>This information is considered as highly confidential and figures are not communicated to customers in writing. However, they are available for on-site consultation upon specific request.</p>
39	SUSTAINABLE PROCUREMENT	Does CMA CGM have a sustainable procurement policy ?	05-11-18	<p>In addition to social and environmental aspects, our Sustainable Procurement Policy addresses matters such as corruption, economic sanctions, conflicts of interests and competition matters.</p> <p>CMA CGM Third Party Code of Conduct (see item 2) is sent to every supplier at tender period and has been countersigned by 310 of our biggest suppliers.</p> <p>A Risk management committee related to suppliers has been created in 2017: its objective is to work on suppliers segmentation in order to draw a risk map. The RSE criteria has been approved by the committee as a major risk when it comes to suppliers. A special focus has been made on the new law "Sapin 2" and "devoir de vigilance".</p>
40	SUSTAINABLE PROCUREMENT	How are buyers trained in sustainable purchase ?	05-11-18	<p>Memos are available to buyers to explain the Group CSR approach, the sustainable procurement approach and the EcoVadis Questionnaire</p> <p>The CSR Department trains the Group Procurement Department, detailing CMA CGM's CSR approach & sustainable procurement on a continuous basis</p> <p>Training topics:</p> <ul style="list-style-type: none"> > what is Sustainable Procurement within the Group > what is EcoVadis, how does it work and its purpose. > Specialised trainings are proposed to buyers in specific department. For example in Chartering and IT
41	SUSTAINABLE PROCUREMENT	What is the importance of Environmental & social criteria in suppliers' selection process	05-11-18	<p>The Procurement Group is implementing a Responsible Procurement Strategy based on:</p> <ul style="list-style-type: none"> - The Third Party Code of Conduct: all suppliers have to agree and to sign this Code Of Conduct - The Code of Conduct presents the involvement of CMA CGM regarding business ethics, social, societal & environmental axes. With this signature Suppliers & Subcontractors agreed to respect CMA CGM involvements. - CMA CGM has done a Suppliers/Sub-contractors Risk Map per domain, geographical localisation... This map include environmental & social criteria - CMA CGM has developed: a CSR assessment with EcoVadis for a set of suppliers & has developed a Group Prequalif/Qualification questionnaire for reinforcing the suppliers' screening before contracting & on a regular base. In this 2 questionnaires environmental & social aspects are screened.
42	SOCIETAL	Can you quantify the societal involvement of CMA CGM ?	05-11-18	<p>Foundation KPI - 2017 - 600 of Containers of Hope & support of 13 local associations</p> <p>Local communities involvement KPI - 2017 - Number of local communities actions done - 20</p> <p>Search & Rescue KPI - 2017 - Number of SAR interventions 14</p> <p>Humanitarian Desk - 2017 - Facilitation of 10 600 humanitarian TEU thanks to the Humanitarian Desk</p>

43	SOCIETAL	Is CMA CGM involved in community initiatives locally ?	05-11-18	<p>The Group's activities extend to 145 countries. CMA CGM is committed to human rights and participates in the social and economic development of the countries in which it operates through investments that lead to the creation of new jobs and business opportunities. Alongside its business activity, the Group carries out civic initiatives involving the provision of financial or in-kind support to NGOs and local associations through the Foundation and also employee initiatives.</p> <p>For CMA CGM, local action may be a voluntary, one-off or recurrent initiative, carried out by a CMA CGM entity, involving CMA CGM employees, that has an environmental, social or societal theme and a directly impact on local communities with which the Group or its subsidiaries are associated. In 2018, the Group committed to more than 20 local community actions.</p> <p>In times of crisis, the CMA CGM Group works in conjunction with governments and humanitarian organisations on a worldwide basis to provide aid to affected populations and meet their immediate basic needs. By offering their logistical expertise in transporting equipment and by collecting donations in kind (water, food, clothes), CMA CGM teams seek to improve the situations of extremely vulnerable people and have shown their willingness to help those with the greatest needs.</p> <p>The CMA CGM Corporate Foundation supports projects aimed at children. Since being established (2005), it has supported over 200 associations. Its mission is to encourage the personal development of children with disabilities, improve the daily lives of children with illnesses and promote equal opportunities for young people from disadvantaged backgrounds. Through the Containers of Hope campaign, it is facilitating humanitarian transport operations for the most vulnerable children all over the world. With new circumstances and needs, this program has been extended in 2017 by donating around one hundred containers per year on its ships to help people in conflict zones or subject to health and humanitarian risks.</p> <p>You can find additional information about the CMA CGM Foundation in the following Internet links: - https://www.cma-cgm.fr/e-groupe/fondation - http://www.cma-cgm.com/latest-news/fondation</p>
44	SOCIETAL	Does CMA CGM have a Sponsorship program ?	05-11-18	<p>A skills-based sponsorship program have been launched in 2018 in Marseilles HQ. With the support of its Foundation, CMA CGM puts its collaborators' skills at the service of humanitarian associations. The Group Many associations need technical, administrative, organizational or support expertise. Collaborators of the Group will hence contribute to these associations' development in the domains of:</p> <ul style="list-style-type: none"> • Homework support, • Events organization, • Implementation of interactive digital tools, • Maritime advices....