



Corporate Social Responsibility Report 2025



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MESSAGE FROM THE PRESIDENT

Aires is committed to doing mobility better for the families we relocate and also our internal teams. We recognize that as our clients' needs and priorities shift, that ours do, too. Sustainability, good corporate citizenship, ethics, and compliance are all at the forefront of what we do each day. This report highlights the ways in which we:

- Promote a caring, inclusive, and equitable environment where we love and listen to our talent
- Work with and develop a diverse, high-performing and respected partner network
- Provide environmentally-sustainable options while we keep ISO 14001 certification at the forefront
- Give back to our communities through charity and volunteer work
- Ensure ethics and compliance are in all that we do internally and externally



Aires' continual commitment to doing the next right thing is the embodiment of "The Aires Way." Our focus and drive to act as a steward of our values and reputation will help us to consistently forge a path ahead. The choices we make focus on taking actions that meet current needs without compromising the ability of future generations to meet theirs.

Joleen Lauffer

President - Aires



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



PHILOSOPHY

Our management team has fostered a philosophy deeply rooted in exceeding our customer service goals to set the tone for the entire relocation process. These goals drive us to relentlessly pursue an unparalleled relocation experience for each transferee and family we support.



AIRES CULTURE



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.



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 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.

WISE AND WELLNESS COMMITTEE

Aires' Wise and Wellness Committee focuses on ways to ensure a 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 Woliba that encourages our employees to approach their health in an interactive way. This wellness application promotes healthy competition and team bonding through wellness challenges, simplifies employee health management by providing actionable insights, provides live wellness events, and more, ensuring that health is focused on from more than just physical movement.

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.




A COMMITMENT TO SAFETY

Aires recognizes that our people drive the business. As the most critical resource, we ensure our employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor and PeopleX (Aires' HR Group).


A key factor is compliance with all applicable federal, state, local, and company policies and procedures. Failure to comply with these policies may result in disciplinary actions. With respect to this, Aires will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally, Aires subscribes to these principles:



Safety and health controls are a major part of our work every day.



Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds Aires in higher regard with customers, and increases productivity. This is why Aires complies with all safety and health regulations which apply to the course and scope of operations.



Management is responsible for providing the safest possible workplace for our employees. Consequently, Aires' management team is committed to allocating and providing any resources needed to promote a safe workplace.



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.
- Monthly email campaigns highlighting diverse groups and interests. These include historical matters, (e.g., Black History Month, Women's History, Women's Health, Disability Awareness, Veterans, LGBTQIA+/Pride, and mental health), testimonials, and ways to get involved and stay connected internally and with our communities at large.
- Employee Resource Groups (detailed below) ensuring employees of all backgrounds have a voice at Aires.
- Email campaigns promoting diverse groups and backgrounds.
- Monthly meetings conducted with Vibrant Pittsburgh, an organization that provides education and discussion on topics such as pronoun usage, inclusivity, conquering bias, and more. These meetings include other companies in the area and allow Aires to engage with other industries on these relevant topics.
- 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. Aires' ERGs include the following:



ABLE
(disability awareness)



Cultural Collective
(BIPOC)



Women @ Work
(women's advocacy)



LGBTQIA+



Veterans



Mental Health



ENVIRONMENTAL INITIATIVES

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.



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



ENVIRONMENTAL PROGRAMS

Aires is pleased to have earned awards highlighting our environmental sustainability programs over the past few years including the Best Global Mobility Sustainability Initiative of the Year honors at the Forum for Expatriate Management's Americas EMMA Awards in 2022. Aires is also a proud recipient of the Ecology Award for Outstanding Achievements and Contributions in Sustaining and Protecting the Environment by the Pan American International Movers Association (PAIMA).



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 native 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, 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.



TELECOMMUTING EMPLOYEES

Approximately 7% of all Aires employees are full-time, work-from-home employees. Additionally, Aires offers several days of telecommuting benefits for all other team members each week. In the past 5 years alone, Aires' telecommuting program has saved more than 1.38 million commuting miles, equating to approximately 12.2 million pounds in CO2 emissions saved.





ENVIRONMENTAL PROGRAMS



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 2024:

- 13,165,230 sheets of paper not printed
- 2,879,699 gallons of water conserved – not needed to manufacture paper
- 52,661 kilowatts of electricity saved
- 627 pounds of carbon emissions/greenhouse gases not generated to manufacture paper

We have stored more than 15 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.



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.

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 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 specialty, 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 2024, we spent approximately \$42.9 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 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.

Since 2013, Aires has increased Diversity spend by 196% to a total of \$42,907,716 in 2024.

AIRES' PARTNERS – COMMITMENT TO EXCELLENCE

In 2024, Aires awarded 80 partners with our circle of excellence distinction showcasing their commitment to Aires' principles, ethics, and service excellence in the families that they serve.



Total Diversity spend of \$42,907,716 in 2024



Aires has increased Diversity spend by 196% since 2013



80 partners with our circle of excellence distinction





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
- Alina's Light Protection against Domestic Violence
- Proud Haven – supporting LGBTQIA+ homeless youth
- Girls Inc. Mentorship program
- Dove Youth Development - community of hope and love that engages and inspires Dominican and Haitian children living in poverty to discover new ways of being and living through education.
- 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
- 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
- United Service Organizations (USO) support to the U.S. military and their families
- Tree of Life Congregation
- The WISH Foundation
- Salvation Army Angel Tree Program
- Habitat for Humanity
- UNICEF
- Doctors without Borders
- Dress For Success – professional attire and tools to empower women to achieve economic independence



Additionally, 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 employees (and regular part-time employees working more than 30 hours per week) worldwide.



ETHICS AND COMPLIANCE

Aires is dedicated to ethical behavior and compliance with regulations in countries with which we operate. Aires is proud to be a three-time recipient of the Better Business Bureau's Torch Award for Ethics, 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 utilize tools to validate our partner's compliance to both provisions. These partner validation tools include LexisNexis and the Dow Jones Risk Compliance tool, which provide continual review of our partners, including searching for bad press associated with partner companies that might indicate non-compliance with the FCPA.





SUMMARY

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

