

CMA CGM manages its ESG performance at a global scale

With CSR Insight on the ExRP® platform

OVERVIEW

Context

CMA CGM is a global player in maritime transport, logistics, and air freight. Operating in more than 160 countries and employing nearly 155,000 people, the Group manages a worldwide logistics network composed of hundreds of terminals and agencies.

In this international and multi-business environment, CMA CGM has embarked on a transformation aimed at embedding sustainability at the core of its operations. The Group has set a clear ambition: achieving carbon neutrality by 2050, supported by a €1.5 billion fund dedicated to energy transition.

To effectively steer this ESG strategy at a global scale, CMA CGM needed an environment capable of centralising sustainability data, structuring action plans, and producing reliable analyses within a complex organisational framework.

The Group therefore chose to rely on **kShuttle's ExRP® platform**, integrating **CSR Insight**, the application dedicated to ESG performance management.



Chiffres Clés

Operations in
160 countries

Top 3 global
transport player*

755 agencies
worldwide

€74.5bn
annual revenue

*Intermodal transport (shipping, logistics and air freight)

Results

RELIABILITY

-  GROUP-WIDE ESG DATA CENTRALISATION
-  FULL TRACEABILITY OF ESG INDICATORS
-  ENHANCED REPORTING QUALITY AND AUDITABILITY

EFFICIENCY

-  AUTOMATED CONTROLS AND CONSOLIDATIONS
-  SIMPLIFIED ESG REPORTING PROCESSES
-  REDUCED MANUAL PROCESSING AND EXCEL RELIANCE

MANAGEMENT

-  MONITORING OF ESG ACTION PLANS AND TRAJECTORIES
-  CROSS-ENTITY AND BUSINESS PERFORMANCE COMPARISON
-  CONSOLIDATED MANAGEMENT OF SUSTAINABILITY STRATEGY

« The implementation of CSR Insight has not only strengthened the scope and reliability of our non-financial reporting, but has also fostered real synergies across the Group. »

Michelle B., Sustainability Project Manager of CMA CGM



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CHALLENGES, NEEDS AND SOLUTION

Initial challenges

In a global organisation such as CMA CGM, ESG performance management cannot rely solely on spreadsheets.

With operations across more than 160 countries and an organisation structured around nearly 1,400 entities, managing sustainability data had become increasingly complex: growing data volumes, multiple contributors, and rising expectations in terms of transparency and reliability.

Teams had to coordinate large-scale ESG data collection campaigns involving numerous contributors across the Group's entities. Each indicator needed to be consolidated, controlled, and documented within an environment capable of ensuring both consistency and traceability.

Over time, the limitations of legacy tools became clear. Excel-based processes made collaboration difficult, hindered the monitoring of data collection campaigns, and complicated both consolidation and data quality checks.

Auditability also became a key concern. In a rapidly evolving regulatory environment, CMA CGM needed to document each ESG data point, its origin, and its calculation methodology in order to secure its reporting processes.



Beyond these operational challenges, the Group was also facing a broader shift: as sustainability becomes a strategic lever rather than a pure reporting exercise, CMA CGM needed to take a further step - structuring ESG data governance and turning this information into a true decision-making tool at a global scale.

Business needs

- CENTRALISE ESG DATA ACROSS MULTIPLE ENTITIES
- MANAGE ESG DATA COLLECTION CAMPAIGNS
- HARMONISE INDICATORS AT GLOBAL LEVEL
- ENSURE DATA TRACEABILITY AND AUDITABILITY
- STRENGTHEN DATA CONTROL AND RELIABILITY
- SECURE REGULATORY REPORTING (CSRD)

Why CSR Insight

To address these challenges, CMA CGM selected CSR Insight, the application dedicated to ESG data management and performance monitoring within the ExRP® platform.

The solution enables the organisation and management of ESG data collection campaigns at Group level, while centralising data from multiple entities and systems. It provides teams with a structured environment to consolidate information, automate consistency checks, and ensure the quality of data used in analysis.

Each indicator can be documented and traced, ensuring a complete audit trail and securing reporting processes in an increasingly demanding regulatory context.

Through this approach, CMA CGM teams now benefit from a collaborative environment to collect, validate, and analyse sustainability data at a global scale.

As sustainability becomes a strategic lever - rather than just a reporting exercise - the Group has taken a further step: structuring ESG data governance and transforming this data into a true management tool.



Solutions integrated into the ExRP® platform

CSR Insight is deployed within the ExRP® platform (Extended Reporting Platform), designed to structure the management of regulatory and non-financial data across international organisations.

The platform provides a shared data foundation for ESG and regulatory information, while ensuring governance adapted to multi-entity organisations. Teams can collaborate within a structured environment, with secure access levels and full traceability of data used in analyses.

Designed as a scalable SaaS environment, ExRP® also enables the progressive integration of additional regulatory or business applications, supporting the evolving requirements faced by global organisations.

Hosted in Europe, the platform provides a secure environment ensuring data sovereignty and governance for regulatory and non-financial data.

For CMA CGM, this architecture enables ESG performance management to be embedded in a sustainable, collaborative, and scalable framework at a global level.

DEPLOYMENT, SUPPORT AND GOVERNANCE

Close collaboration with CMA CGM teams

The project was carried out in close collaboration with CMA CGM teams in order to adapt the solution to the Group's international organisation.

Workshops enabled the definition of ESG indicators, the structuring of data collection and validation processes, and the configuration of contribution and control workflows. This collaborative approach facilitated the adoption of the solution by all teams involved in ESG performance management.

A solution tailored to a global environment

The solution was configured to meet the requirements of a Group operating in more than 160 countries and structured around numerous entities.

This architecture provides a shared data foundation for ESG and regulatory information while ensuring governance adapted to multi-entity organisations.

Teams can collaborate within a structured environment, with secure access levels and full traceability of the data used in analyses.

RESULTS AND CONCLUSION

Results achieved

Following the implementation of CSR Insight, CMA CGM now benefits from a structured environment to manage ESG data at a global scale.

The automation of data integration from multiple sources has significantly improved the reliability of collected information and facilitated collaboration between the Group's entities. Teams now have access to consolidated indicators and dashboards, enabling more effective monitoring of performance and sustainability trajectories.

As a result, CMA CGM has achieved a **55% reduction in reporting time**, thanks to the automation of ESG data integration at global level.

Conclusion

With CSR Insight and the ExRP® platform, CMA CGM has reached a key milestone: moving from fragmented ESG data management to a structured and collaborative governance model for sustainability performance.

This transformation enables the Group to embed ESG management into a sustainable, reliable, and scalable framework at a global level.



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