



COMMUNICATION ON PROGRESS 2007

ARVAL SIGNATORY OF THE GLOBAL COMPACT

Since 2004, as a member of the United Nation's Global Compact Arval incorporates the following principles through its commitment to them:

Human rights:

Principle 1: support and respect the protection of internationally proclaimed human right

Principle 2: ensure that they are not complicit in human right abuses

Working conditions:

Principle 3: uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: support the elimination of all forms of forced and compulsory labour

Principle 5: uphold the effective abolition of child labour.

Principle 6: uphold the elimination of discrimination in respect of employment and occupation.

Environment:

Principle 7: support a precautionary approach to environmental challenges

Principle 8: undertake initiatives to promote greater environmental responsibility

Principle 9: encourage the development and diffusion of environmentally friendly technologies

Transparency and anti-corruption:

Principle 10: work against corruption in all its forms, including extortion and bribery

Within this report, a large number of examples show how ARVAL is putting these principles into action.

Contents

Message from the Chairman

Our challenges

Our Social responsibility

Our economical responsibility

Our environmental responsibility



Message from the Chairman



“Our sustainable development approach is more active than ever, at a time where it is clearly understood that such stakes must be given priority. To prevent risks on the road and protect the environment, ARVAL has not contented itself with mere words. In each country in which our group is present, we are taking ever more concrete actions linked directly to our business, for and with our customers:

CO2

- Yearly, ARVAL subsidiaries must provide a footprint analysis & Offset their staff's fleet
- Each ARVAL subsidiary must be able to propose to their customers an offer of CO2 emissions reporting of ordered and managed cars
- All new car offers include CO2 emissions
- Operational offsetting solution must be offered to customer

Ecodriving

- Eco driving training – or at least guidelines – must be provided for ARVAL staff
- Eco driving & drivers safety trainings operational must be part of ARVAL's offer of services

Operational

- Suppliers charters with reference to Global Compact (on environment + ethics) must be provided
- As well as operational Green catalogue for the choice of new cars

Internal

- An internal Ethic Code must be officially released
- Each ARVAL subsidiary must support at least one NGO

External Communication

- Web homepage must include a sustainable development section
- A chosen public action on awareness must be presented (e.g. show Al Gore film etc)”

Laurent Tréca



Our Challenges

ARVAL is committed from a long time in a Sustainable Development Policy and has pursued its efforts during 2007. Corporate Social Responsibility (CSR) principles are part of Arval Global policy of development worldwide.

Once again this year, our environmental responsibility has been highlighted, regarding our activity related to automotive. Our environmental preoccupation is now shared with our clients. It is demonstrated in different ways and we never lose sight of its use by way of simple rules, rules of driving behaviour, fuel consumption, reduction of the greenhouse gas effect and rules for proper use of vehicles. We have begun to apply them ourselves before formalising them to have them adopted by our customers. In a few words, we fully embody our role of adviser concerning major issues linked to automotive and environment.

Safety, and particularly Road Safety and Risks Prevention is still one of the major chapters our Sustainable Development policy this year, thus calling on constant vigilance in order to reach an effective level of prevention. Our awareness campaigns have been bearing fruit and customers have decided to follow. More than a commitment, it is our job.

In 2007 has taken on a commitment of a highly human dimension through numerous actions in favour of non governmental organizations. In many countries, we lend our support and assistance to a large number of associations.

2007 was an important year for Arval concerning Corporate Social Responsibility: the Group has defined five action points are mandatory for all ARVAL subsidiaries to respect, to build a unified CSR policy worldwide:

- 1. CO2:** ARVAL is not only committed to analysing and compensating its own fleet, but offers its fleet customers CO2- emission reports on all leased and managed vehicles. ARVAL can also include CO2-emissions in every price calculation and advice on carbon offsetting programs.
- 2. Eco-driving** has been proved to be effective, both for the environment and for TCO. ARVAL not only trains its own employees in this, but is also integrating eco-driving and safety training in its service offer.
- 3. Educating and informing** are key elements in raising awareness. The Corporate Vehicle Observatory, created by ARVAL back in 2002, has become a reference for fleet manager information and pioneering research.
- 4. Procurement:** setting up supplier charters referring to Global Compact, developing 'manufacturers' green offers' catalogues enabling clients to select the most eco-friendly models.
- 5. An enterprise culture around sustainable development:** pushed by the motivation of the teams, and supported by internal ethical codes and collaboration with numerous local NGOs, the Corporate Social Responsibility has become a key of ARVAL values for the future.



Our Social Responsibility

→ Arval has identified challenges concerning its social responsibility: many initiatives have been taken in 2007 to face them.

For more clarity, the challenges and risks regarding Social issues have been divided in two parts: Internal challenges (HR management) and external challenges (Social goals within Arval's fleet services and relationships with the civil society).

Arval's internal social challenges include:

- Since 2003: the respect of a set of **5 corporate values** (Ambition, Creativity, Reactivity, Engagement and Respect) which are proper to ARVAL. These values and a management model set the framework of the CSR and the Human resources policies.
 - **Staff Road Safety is a major corporate objective** involving multiple actions: internal awareness events, training on simulators, distribution of breathalyzer, accident analysis etc.
 - **Human Resources practices**: An international HR working group ensures the integration of more and more cultural approaches on personal, as the group grows further on new continents. it has worked out a HR toolkit in 2007.
-

The main external social challenges

- The **driver's safety**: commitment for light vehicles with ESP.
 - The **support to customer's own internal policies involving its personal in safety and environmental policies**: e.g. a booklet of self diagnosis distributed in Morocco in may 2007.
-

ARVAL is committed to pay attention to Human Resources management, by encouraging implication and active participation of staff members in the development of ARVAL: dedicated training plans, closeness to the management, optimized careers management, and a very effective communication based on transparency.

→ In 2007, International guidelines about attitudes at work based on Respect (Arval's highlighted value) is been drafted.

It will include the following chapters:

- Non discrimination
- Courtesy at work
- Respect of private life
- Respect of the clients/suppliers
- Team work

Objectives:

- Built a more global group: in 2007, for the first time the workforce outside of France is higher than in France
- Promote diversity
- Promote the principle of equality between men and women
- Fight against every kind of discrimination:



BNP Paribas, unique shareholder of ARVAL, has signed, on July 30th 2007, a new agreement on professional equality between men and women. By this agreement, the Group wishes to clarify the principles that ought to be applied in order to develop equality of opportunities and treatment between men and women at all stages of professional life. To this end, three actions have been determined. The first one concerns the critical stages of employees' professional life. Therefore, the goal is to make the rates of promotions between men and women converge. Secondly, the firm has committed to ensure a minimum of 44% of women in the total number of executives at the date of December 31st 2010, keeping its advance on this topic in the professional arena. Finally, the agreement stipulates a number of measures for salaries to catch up. Within the annual revision of remunerations, the goal is to determine if, for the same levels of education, responsibility, professional effectiveness, competency and experience, a woman's salary is equal to that of a man. This agreement is a new step of a voluntary initiative from BNP Paribas to formalise, within the social dialogue, the rules that participate to the promotion of diversity and equality of opportunities in the firm.

- BNP Paribas creates more and more cross-cultural teams
- BNP Paribas has also signed the french Diversity Charter (Halde: Haute Autorité de Lutte contre les Discriminations)
- 52.8% women and 47.2% men in the BNP Paribas group
- Dedicated Audits addressed to handicapped people

ARVAL has initiated in depth reflexions over the construction of an HR report. A corporate HR project has started in 2006 in order to be more efficient at group level. Each quarter, ARVAL Group establishes an HR report on workforce, recruitment, employee turnover, training, absenteeism.

Since 2007, an Ethic code is a corporate requirement; it is being implemented in all countries progressively.



Hereunder are some examples of best practices in our subsidiaries concerning Social Responsibility :

- *Ethical rules* are implemented in **ARVAL Russia** : It is internal commitments to run business in an ethical way are respected :

- Non discrimination
- Health – ARVAL Russia provides employees with extra (above social) medical insurance
- Safety – ARVAL Russia organises seminars dedicated to safety (in the office, in work places, road safety, etc) these actions are worked out by ARVAL Russia itself or with the help of an external specialist.

- **ARVAL Netherlands** sets the following internal practices

- Procedures to handle unwanted manners, aggression, violence and sexual harassment
- Software application/procedure to register complaints online
- Contact hours for in-company doctor
- Whistle-blowing procedure
- Procedure to protect personal information
- Procedure for correct usage of Internet and Email
- Procedure doing business in an ethical way
- Procedure for internal/personal complaints
- Procedure for internal application
- Rules of behaviour
- Procedure for non discrimination
- Procedure for confidentiality

- **ARVAL Italy**: Several activities have been developed in these two years, regarding different aspects of the well being of the staff, such as:

- Employees' self-fulfilment. From the 1st October 2007 is operating a Self posting system. In this way an employee can submit his candidature to jobs or positions, considering his personal aspirations. On the first month of implementation, the Human Resource Direction (managing the systems) has received 2 self-candidatures. Both of them have been concluded positively.

- Improvement of the relations among employees and creation of new aggregation opportunities. The first Arval Italy Motorbike Meeting has been organized the 14th and 15th September 2007, creating for the first time a company meeting outside institutional communication meeting. Another initiative to improve the relations among Arval and its staff is "Disegna Arval" (Draw Arval) a competition, started this November for the first time, for employees' children from 3 to 12 years old. The paints will be published on the intranet, to be voted by all the staff. The winners will be announced during the annual Communication Meeting (to be held on December).

- Drawing out of a specific Arval Italy supplementary collective labour agreement. The national collective labour agreement has been integrated with some facilities for Arval employees: a three year part-time allowed after the maternity leave; the accreditation of 1 our of leave with pay every 15 hours of voluntary services done and certified; the agreement with two nursery schools (in Florence and Milan) to reserve some places to Arval employees' children, with a 30% Arval contribution to the payment of the yearly charge.

- **ARVAL Morocco**: adapted work hours during Ramadan



ARVAL Corporate has implemented, among others, the two following requirements to be mandatory in all ARVAL subsidiaries:

- **An internal Ethic Code must officially be released : including working conditions, working behaviour, non discrimination, etc**
- **Supporting at least one NGO**

→ Our subsidiaries are for the most part working with NGOs in the framework of their CSR or HR policies. Hereunder you can read examples of some of them:

- **ARVAL Italy:** Luca Forni, Arval Italy HR Director, is member of AIDP – Italian Association of HR directors; through this membership, he is also member of EADP (the correspondent European Association)
ARVAL Italy supports also different associations, making periodical donations. (“Partita del Cuore”, Telethon, “Nazionale Cantanti”)

- **ARVAL France** has various partnerships with associations or organisms linked to handicap (Lamazou School in Paris) since 1996, “Association des Paralysés de France” since 2006. ARVAL France supports annually Humanitarian student’s actions (Bosnia in 2006) related to handicap. Staffs members are regularly encouraged committing themselves in associations.

- **ARVAL Morocco:** helps the association “Les randonneurs” (its aim is to learn poor countryside population the way to build houses) – ARVAL Morocco also commits itself for the “Fondation Mohamed V pour la Solidarité” (Fights against poverty)

- **ARVAL NL** is a sponsor of the ‘Vereniging Natuurmonumenten’, a Dutch organisation for preserving forests and other nature in the Netherlands. We provide them with a fixed amount of money every year and we also sponsor them depending on the number of cars they lease with A, B or C labels.
ARVAL NL also participates in the Mobius program. The program’s goal is to rethink mobility matters together with other companies, not only in the Netherlands but also internationally. As soon as ARVAL reaches certain goals, Mobius will certify the company.

- **ARVAL UK** is working with various NGOs for sustainable development as Climate care, Brake and the Carbon trust. In 2007 ARVAL UK is bringing the following policies under its central CSR policy: Environment policy, health and safety policy; a wide range of employee and related policies such as dignity and respect policies, Equal opportunities policy and Stress management policy. An IT code of ethics has also been published.



Our Economical responsibility

Internal challenges:

For ARVAL and its business partners, new environmental requirements have strong impact:

- Difficult assessment of residual values of vehicles with new technologies. The particle filter itself generated initial uncertainties due to its cost, maintenance requirements and initial reliability problems. Moreover, new engine technologies are a crucial challenge.
- Probable new environment based tax measures and regulations, including access to downtown areas, will condition the actual cost of ownership of vehicles and the ability to resell used cars. → in 2007 ARVAL took over the chairmanship of Leaseurope automotive activities and impuled an in depth analysis of environmental taxation issues.

External challenges:

For the customers: Strong impact of new environmental regulations on the total cost of ownership:

- Higher cost of investment (extra cost due to latest target reduction from 140gr to 120gr/km was estimated at 2450 € by the ACEA)
 - New maintenance requirements
 - Complex systems of state subsidies
 - Heterogeneous tax incentives between European states (11 EU countries have introduced CO2 based taxation, with 11 different schemes)
- ARVAL includes the measurement of CO2 and fuel consumption in the TCO to help customers to adapt their fleets

For the suppliers:

- Manufacturers: European regulatory pressure on CO2 is focused on new cars
- Heterogeneous taxation worsened with new CO2 incentives, making even more difficult economies of scale and a harmonized European pricing
- Repair shops: quality and training levels to be checked on maintenance of new environmental technologies

→ In 2007, the Corporate Operations Procurement function manages a set of clauses to be included in tenders and suppliers contracts and referring to Labour legislation, health and Safety of the personal, as well as commitments towards environment. Based on ARVAL's underwriting of the Global Compact, the suppliers are committed to transparency and communication duties regarding sustainable development, environment, innovation and other relevant initiatives. These recommended clauses are enforced by ARVAL entities depending on the varying local market maturities and are now mandatory.



To take up all these challenges, a consultative approach is at the heart of the ARVAL commercial strategy

Arval Consulting in Figures:

The consulting approach of Arval has four main focal points. Each one represents an action point to be undertaken in order to achieve market best practice.

- founded in 2001
- More than 100 assignments in Europe up to now
- Average of 370 euros of savings identified, per vehicle per year
- 80% of recommendations to clients acted upon
- 94% client satisfaction rating
- 25% of CO2 emissions reductions thanks to driver eco training

They are:

- Fleet funding strategy;
- Vehicle selection taking into account TCO objectives and HR requirements;
- Internal procedure organisation, aiming for more efficient fleet management, and possibly going as far as full outsourcing;
- Driver management, including fuel consumption, eco-driving, risk



Our Environmental responsibility

Arval's commitment to sustainable development is paramount in its strategy and is also perfectly in line with BNP Paribas' plan. It guarantees to its customers a global and fully integrated approach in the different European countries with effective solutions.

For a number of years now, sustainable development has been part of Arval's ethical stance and values. "We demonstrate this daily in our behaviour, strategy and undertakings on behalf of, and together with, our clients. As a leasing company with a strong international presence, our role as advisor is particularly effective in this area and we have developed concrete measures for long-term impact," says Vincent Rupied, Arval's Director Corporate Relations, who is in charge since 2007 for developing a global CSR policy.

Group-wide determination

The Group has made the ten principles of the Global Compact on human rights, labour and protection of the environment part of its strategy and the notion of sustainable development focuses on three of its core areas: environmental protection, road safety and citizenship behaviour.

Today, ARVAL is proud to see that all the local entities of the group have taken up the challenge towards sustainable development and sustainable fleet management.

→ Since 2007 CSR MUST HAVES in all subsidiaries. See "our challenges"

Five action points

ARVAL has adopted a group approach based on five concrete measures fully integrating the CO2-emission challenge which is facing companies today.

- 1. CO2:** ARVAL is not only committed to analysing and compensating its own fleet, but offers its fleet customers CO2- emission reports on all leased and managed vehicles. Arval can also include CO2-emissions in every price calculation and advice on carbon offsetting programs.
- 2. Eco-driving** has been proved to be effective, both for the environment and for TCO. Arval not only trains its own employees in this, but is also integrating eco-driving and safety training in its service offer.
- 3. Educating and informing** are key elements in raising awareness. The Corporate Vehicle Observatory, created by Arval back in 2002, has become a reference for fleet manager information and pioneering research.
- 4. Procurement:** setting up supplier charters referring to Global Compact, developing 'manufacturers' green offers' catalogues enabling clients to select the most eco-friendly models.
- 5. An enterprise culture around sustainable development:** pushed by the motivation of the teams, and supported by internal ethical codes and collaboration with numerous local NGOs, the Corporate Social Responsibility has become a key of Arval values for the future.

Ethical requirements with regard to environmental protection are important in the automotive industry. Arval proposes sustainable solutions to limit the negative impact arising from client needs in terms of mobility. "We meet this obligation to provide information and keep an environmental watch, as illustrated by the Corporate Vehicle Observatory (CVO)". The CVO publishes brochures on eco-driving, clean vehicles, organises clean forums, etc... Sustainable development is a long-term commitment. The stakes involved in such a programme take time, but Arval is now able to offer a global approach with immediate impact.



Example: Reducing costs and CO2 for TNT Express

The flexibility and expertise of Arval Consulting were tested in the extreme when, part-way through an analysis of Total Cost of Ownership (TCO) for TNT Express, they were asked to reduce CO2 as well - the kind of challenge for which expert help is essential.

The context

Following an European tender, Arval had been selected by TNT Express as a preferred supplier in Europe and, as the first milestone in a 3-year strategic Partner Plan, was committed to reviewing the TNT Express passenger car fleet TCO in 6 countries. The goal: a reduction in TCO of 5%. The Arval Consulting team started analysing existing fleet policies and producing new vehicle selection lists. The lists would have to be reviewed and approved by TNT's local Fleet and HR stakeholders in each country.

Additional objective – CO2 Reduction

TNT had launched a global initiative called « Planet Me » to improve its energy efficiency, reducing overall CO2 emissions (airlines, road travel and buildings). For the TNT Express fleet, this meant that the car policy in each country had to focus on vehicles with lower CO2 emissions. As there is no official European categorisation for energy labelling of vehicles (6 countries have their own way of grading vehicles by grammes/km), TNT chose the relative labelling scheme. Only vehicles in the lower CO2 bands A, B and C were to be permitted, those in bands D and above had to be excluded.

Environmental responsibility: Internal level

→ Hereunder you can read concrete examples of best environmental practices which takes place in our subsidiaries:

CAR POLICIES

ARVAL subsidiaries develop progressively initiatives regarding sustainable development within their internal car policy:

- **ARVAL France:** The internal car policy has been improved in 2007 and takes now into account CO2 emissions: the medium rate of the French ARVAL fleet is 146 g CO2/km.
- In **ARVAL Italy**, for both internal and external car policy, all diesel vehicles must be equipped with anti particle filters. One of the ISO 14001 goals (this certification was implemented in 2007) is the development of a fuel saving car policy in the context of improving the environmental performances of employees' mobility.
- **ARVAL Portugal** is offsetting the CO2 emissions of its fleet.
- in **ARVAL NL** the internal car policy has been adjusted in 2007. Firstly, only cars with a green energy label (A, B, C) are allowed. (A and B labels are relatively economic, C labels have an average fuel usage and D, E, F and G labels are far from SD criteria). We also give every employee with a lease car a NS Business Card. With this card, they can travel by train instead of using the car.
- In **ARVAL Switzerland**, the CO2 data of cars are integrated in the TCO analysis.



CO2 INITIATIVES

- **ARVAL France** realizes every year an environmental reporting, including CO2 measurement, to measure its impact on environment. ARVAL France also offsets the CO2 emissions of its internal fleet with the Good Planet association.
- **ARVAL Portugal:** CO2 objectives reached in 2007 139g/km average the following objective is to reach 130g CO2 /km within the next 2 years.
- **ARVAL NL** organizes driving courses, where ARVAL staff learned how to drive in an environmental friendly way. The analysis department measures the decrease of fuel usage every three months. Every three months the drivers receive an overview where they can see how they scored on maintenance, damages and fuel usage. The analysis of CO2 emission will be part of this overview from January 2008.
- **ARVAL Italy** has offset its CO2 emissions in 2007 with the ImpattoZero reforestation projects (9 tons of CO2 offset in 2 years). By this action, ARVAL has contributed to the creation of 5807m² of forests in Costa Rica.

COMMUNICATION ON SD (CSR ON INTRANET)

- In **ARVAL France**, in 2007, the film an “inconvenient truth” of Al Gore was shown to the whole staff. During the European Mobility Week, a campaign concerning “Eco-driving” was launched on the intranet: advises to adopt an eco friendly way to drive, how to choose a cleaner vehicle, etc.) Regularly, articles about best Practice for an eco-friendly enterprise are released on the Intranet. These best practices were also gathered in a booklet which was sent to all ARVAL subsidiaries.
- In **ARVAL Italy** a specific CSR and SD session was introduced since June 2007 in the weekly internal newsletter.
- In **ARVAL Portugal**, the communication about SD is mainly centered on recycling.
- In **ARVAL NL** an internal SD project group has been set. Its goal is to implement ‘green’ initiatives.
It is planned to make the different ARVAL processes more sustainable within 2008 therefore ARVAL NL hired an external agency called Mobius. (25 representative employees will participate to a survey, based upon the results; Mobius will form suggestions for making ARVAL sustainable. Employees are also encouraged to print less paper. (Print two sided and read emails on their monitors instead of printing them.)

RECYCLING

All ARVAL subsidiaries are applying recycling processes for paper, toner cartridges, etc.

This issue will be illustrated hereunder by the **ARVAL Italy** example.



Monitoring of the separate collection of waste, in ARVAL Milanese and Florence Headquarters (In 2007 the paper separate collection has started also in the other Italian offices)

SEPARATE COLLECTION OF PAPER AND PLASTICS IN 2007				
Florence and Milan Headquarters – data in Kg				
MONTH	PAPERS			PLASTICS
	TOTAL	MILAN	FLORENCE	FLORENCE*
May	3096	1600	1496	6
June	3622	2450	1172	4
July	3534	2050	1484	6
August	3205	1250	1955	4
September	3383	2350	1033	4
October	2665	1550	1115	4

* Plastics separate collection is only available in the Florence building located in Via Pisana

ENERGY/WATER SAVINGS

Every ARVAL subsidiary do set actions to save energy and water as: Automatic lighting systems or using double button toilets or rinse boxes to save water.

ARVAL Italy: A feasibility study carried out in 2007 highlights the opportunity to built a photovoltaic plant on the roof of the Florence headquarter located in Viuzzu des piscetto. The plant will cover nearly 150 m2, producing about 10 500 kWh/year and avoiding the emissions of about 8 tons of CO2 par year.

Environmental responsibility: External level

CO2 FOOTPRINT ANALYSIS OF CUSTOMER'S FLEET

- **ARVAL France** has developed tools in 2007 to measure customers' CO2 emissions (Eco-Diagnostic) in order to help them optimizing their car policy (Eco-Parc), taking into account all the costs of leasing (taxes, maintenance etc). Arval France has developed the "Sustainable Mobility" concept, which includes new offer of services like Eco-Diagnostic, Eco-Parc and Eco-Conduite.
- **ARVAL Morocco** provides information about CO2 emissions to demanding customers
- In 2007, **ARVAL NL**, could carry A CO2 footprint analysis on customers' request. As from January it will be integrated, so every driver and client can see the emission they're causing.

SD INITIATIVES

- In **ARVAL France**, the film "An Inconvenient Truth" (Al Gore) was shown to numerous customers. Mailing to the customers, on environmental interesting vehicle in the framework of the green car catalogue offer.
- **ARVAL Italy** has been nominated in the V Edition of the Sodalitas Social Award (assigned the 13th June 2007), for the project Ecopolis – Lombardia Verde (The project aimed at reducing air



pollution in urban areas in Lombardia, caused by the transport of goods. Through Lombardia Verde, Arval proposed the substitution of older light duty vehicles with newer ones, leased by Arval itself.) In March 2007 ARVAL sponsored the organization of UIGA (Italian Association of automobile sector journalists) meeting. Within this event, Paolo Ghinolfi (DG Italy) has presented the environmental sustainability in automotive sector.

- **ARVAL NL** has organised a seminar about sustainable fleet management. At this moment, the results are being analysed and used to sharpen our services within the future.



ECO DRIVING TRAININGS –trainings for employees and a concrete offers for customers have become mandatory in 2007 and will be progressively implemented in all subsidiaries. The objective is that as from 2008 each subsidiary improves its eco driving offer towards staff and customers.

The importance of eco driving becomes increasingly pressing in step with rising fuel prices. ARVAL is aware that eco driving can not only save energy and the environment but also save money? >Therefore ARVAL is firstly teaching eco driving to its own staff and then provides its customers advises and eco driving offers.

ECO driving enables to:

- reduce fuel consumption by up to 20%
- reduce carbon dioxide emissions by up to 20%
- reduce costs of maintenance and services
- improve the employees' knowledge of traffic and the environment
- educate the personnel in Vehicle technology and service

ECO DRIVING TRAININGS Some examples of practices				
	FRANCE	ITALY	NL	PORTUGAL
For Internal staff	"Eco-driving" campaign on Intranet (advises to adopt a smart way of driving, how to chose a clean vehicle, etc.)	An eco driving and safety driving training day is planned for the 27th November 2007. These training activities are addressed to the middle management (37 participants), within the internal event "Middle Management for Ambition 2010".	An eco driving training was organized in April for all employees. Everyone learned the principles of eco driving. This resulted in a decreased fuel usage of almost 20% during the course.	ARVAL Portugal also organized eco driving courses in 2007. This action avec resulted in articles in the press.
For customers	ARVAL France can offer eco driving solutions when a customer demands the reduction of the TCO, (which includes fuel and CO2 savings). ARVAL France releases a booklet with advises on eco driving, to raise customers' awareness. A dedicated offer on eco-driving training is developed in ARVAL France for 2008.	ARVAL Italy don't organise eco driving trainings itself, but are giving the interested customers the opportunity to follow the trainings externally	ARVAL NL raises customer's awareness about eco driving, if ARVAL can't oblige its customers to train their drivers to eco driving, ARVAL encourage them to do so and will progressively implement eco driving dedicated offers.	No eco driving external offer for the moment, bur ARVAL Portugal is working on it and it is planned that an offer will be operational in 2008

The Corporate Vehicle Observatory (CVO) of ARVAL works among others on this issue. It has released an eco driving brochure which was distributes to all CVO members and ARVAL customers



COMMUNICATION ON SD (ARVAL WEBSITE)

- **ARVAL France** has a dedicated heading on their website, describing the CSR policy, including the service offer to customers. A focus was made on eco-driving.
-
- On **ARVAL Italy** homepage, there is a link to “sustainable development – our engagement for a better world”. In this section are reported some basic information about sustainable development and Corporate Social Responsibility as well as a brief description of Arval activities in three CSR areas:
 - **PEOPLE**: in this section are reported some ethical information, about Arval participation in UN Global Compact, Arval vision and values, and our code of ethics;
 - **ENVIRONMENT**: in this section are reported information about EcòPolis, a project aimed at grouping all the environmental activities and tools developed by Arval.
 - **SOCIETY**: in this section is reported our engagement for a better society and the support given to some NGO and associations.
- The same in **ARVAL Portugal**
- **ARVAL NL**: it is planned that there will be a section regarding CSR and SD in 2008

ARVAL is acknowledged as a reliable company, actions justify our words. In 18 years of activity, ARVAL has initiated many advances such as the International Business organization (IBO) and the Corporate Vehicle Observatory (CVO) which have contributed to a clear market and improved services. ARVAL's commitment to Sustainable development is perfectly in line with BNP Paribas approach, it aims to be civic, economical, environment-friendly... and active. In 2007 our actions towards SD and CSR policies have taken a new turn with a consistent corporate approach covering the numerous existing initiatives of its entities.