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Secretary-General
United Nations
New York, NY 10017
USA

Guyancourt, September 8th, 2009

Dear Mr. Secretary-General,

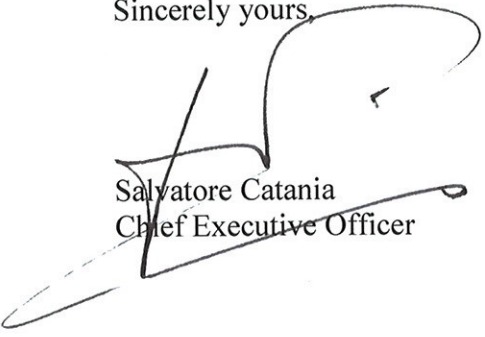
I am pleased to confirm that Europcar Groupe supports the ten principles of the Global Compact in respect to human rights, labour standards, the protection of the environment and anti-corruption. We hereby express our intent to support and advance these principles within our sphere of influence.

We commit to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company and undertake to make a clear statement of this commitment - both to our employees, partners, clients and to the public.

We support public accountability and transparency and will report on progress made in a public manner.

You will find in the attached document the statement of our Group values and principles as well as a description of actions related to Sustainable Development together with our "Communication on Progress". As in previous years, you will also find attached general information regarding our company as well as the contact person responsible for relations with the office of the Global Compact.

Sincerely yours,



Salvatore Catania
Chief Executive Officer



Introduction

Europcar

A blurred background image showing a silver car on the right and a pond with green foliage in the background. The text is overlaid on this image.

Europcar Groupe and Sustainable Development



Europcar Groupe's Values

Europcar

Our Values:

- ▶ Integrity
- ▶ Loyalty
- ▶ Solidarity
- ▶ Professional commitment
- ▶ Respect of the individual

These Values are governed by 3 main rules:

- ▶ Respect the law
- ▶ Respect the environment
- ▶ Respect health and work safety

Europcar Groupe Values have been widely communicated throughout the company.





Our Support to the UN

Europcar



United Nations Global Compact

The UN Global Compact is a strategic policy initiative for businesses committed to aligning their operations & strategies with 10 principles:

Human rights

1. Support and respect the protection of internationally proclaimed human rights
2. Never be complicit in human rights abuses

Labour Standards

3. Uphold the freedom of association and the effective recognition of the right to collective bargaining
4. Elimination of all forms of forced and compulsory labour
5. Effective abolition of child labour
6. Elimination of discrimination in respect of employment and occupation

Environment

7. Support a precautionary approach to environmental challenges
8. Undertake initiatives to promote greater environmental responsibility
9. Encourage development and diffusion of environmentally friendly technologies

Anti-Corruption

10. Work against corruption in all its forms, including extortion and bribery



10 Years of Green Actions

Europcar

1997
Europcar offers
Renault Scenic
LPGs

1999
Electric cars
launched in
Paris

2000
Toyota Prius
offered to
customers

2000 – 2004
Electric car
Program extended in our
European network

2009
Fiat
vehi

1997

1999

2001

2003

2005

2007

2009



10 Years of Green Actions

Europcar

2006
Fiat LPG
vehicles in fleet

2007
Europcar & Ford
Launch Flexifuel
Rental Vehicles

2008
In France, E-Solex
can be rented in Paris

1997

1999

2001

2003

2005

2007

2009



Europcar Sustainable Growth Recognition

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Security and Sustainable
Management award 2007



Security & Sustainable
Development 2007



Oxygen Award – 2006 & 2007
Greenest vehicle Fleet





Europcar Environmental Charter

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Sustainable Development
is key to Europcar Groupe.

To strengthen
existing commitments,
Europcar has created the
Environmental Charter





Europcar Environmental Charter

Europcar

The Environmental Charter has been developed in association with Europcar's major partners and customers to improve our actions in 4 main fields:

- ▶ Green Fleet
- ▶ Fleet Maintenance Investment Program
- ▶ Initiatives to raise awareness
- ▶ Internal processes





Fleet presenting the least harmful effect

Europcar

▶ Green Fleet

- ▶ Fleet Maintenance Investment Program
- ▶ Initiatives to raise awareness
- ▶ Internal processes

Average fleet age

Limit the average age of passenger car fleet on rent (5 months vs 8 years for the average car driven in Europe).



European emission standards

Anticipate and follow new EU regulations defining acceptable limits for exhaust emissions of new vehicles sold in EU member states (Europ IV compliance > 99.6%).



Transparency on CO₂ emissions

Indicate CO₂ data for car groups on websites, offer customers the opportunity to offset carbon emissions and indicate CO₂ emissions on car rental invoices.

CO ₂ emission (g/km)	
A	<100
B	101-120
C	121-150
D	151-165
E	166-185
F	186-225
G	226+



Investment Programs related to Fleet Maintenance

Europcar

- ▶ Green Fleet
- ▶ **Fleet Maintenance Investment Program**
- ▶ Initiatives to raise awareness
- ▶ Internal processes

Water saving, waste & fluid recycling

Europcar is implementing water recycling or hydrocarbon separator units to comply with environmental and safety requirements.

In Corporate countries, main stations are already equipped with Car Wash recycling : Belgium, Germany, Portugal, Spain, United Kingdom.

Franchise countries are following the same commitments.



Green Supplier Policy

Europcar has implemented a listing policy favouring suppliers with environmental, safety, health and ethical commitments. For example suppliers using non toxic products for vehicle preparation.



Audits / Quality & Safety checks

Europcar has implemented an organisation that allows the supervision of Safety, Quality & Environment standards.

Mystery audits are conducted within the countries.





Initiatives to raise Awareness

Europcar

- ▶ Green Fleet
- ▶ Fleet Maintenance Investment Program
- ▶ **Initiatives to raise awareness**
- ▶ Internal processes

Customer Education

Creation of a non smoking fleet in Corporate countries:
Belgium, France, United Kingdom.

Green fleets in Corporate & Franchise countries:
Go for Green fleet in the Netherlands, Blue Motion & GreenLine
models in Austria (Franchisees).

Inform customers & staff about environmental impacts
associated with driving (damages ratio).



Carbon offset

Customers can offset their carbon emission via Europcar's
online partnership with Climatecare or with Greenfleet in
Australia.



Europcar Certification

MAY 2008 - Europcar received Certification from Bureau
Veritas for its "Environmental Charter" which formalizes its
commitments in favour of sustainable development.
Each measure will be followed by Bureau Veritas on a yearly
basis and the certification renewed every 3 years.





Internal Processes

Europcar

- ▶ Green Fleet
- ▶ Fleet Maintenance Investment Program
- ▶ Initiatives to raise awareness
- ▶ **Internal processes**

ISO 14001 Certification: An environmental management standard

Europcar has begun the ISO 14001 certification process. Holding & all corporate countries will be certified by end of 2009.

Corporate countries already certified: Italy & Spain.

Franchise countries are following the same commitments.



Paper reduction

Europcar is deploying new projects such as: Paperless - E invoicing - E vouchers to reduce the use of paper in the rental process.



Staff involvement

The Green Ideas box enables employees to share ideas and suggestions.





Europcar Award 2008

Europcar

Europcar has been honored
as World's Leading Green
transport solution Company.

In 2008, the World Travel Awards organized
the 1st Green Award ceremony.

The Green Award pays tribute to companies
in the travel industry that are making a
commitment to sustainable development and
are providing a contribution to biodiversity
conservation.

The voting criteria are based on the 2002
Cape Town Declaration organized as part of
the World Summit on Sustainable
Development.

**This award is the result of Europcar actions & commitment
in sustainable development.**

It encourages us to do even more in the future.



United Nations Global Compact - Communication on Progress (COP)

Date: 2 September 2009

Actions		Implementation	Results
Green Fleet	Green Fleet	Fleet purchasing: increase in proportion of hybrid vehicles in Europcar's fleet. Partnership with car manufacturers to advance zero-emission.	36% increase in purchases of hybrid vehicles and signature with Nissan of an EV (electric vehicles) project to market electrical vehicles by 2010. More generally, share of "Eco friendly" vehicles within Europcar Groupe purchases improved from 10% to 21%.
	European Emission standards	Fleet purchasing level	99.6% of our vehicles are EURO IV (European Emission Standards) compliant
	Transparency on CO ² emissions	CO ² emission measures are shown on the web at reservation time with the information on the vehicle category	Adding of CO ² data for each car group on Europcar Groupe's websites (DE, FR, BE, PT, UK, IT, ES & NZ). CO ² Emissions are also indicated on all invoices issued in our IT System (Greenway®).
Fleet Maintenance Investment Program	Water saving, waste and fluid recycling	Europcar is gradually implementing water recycling units wherever possible in order to comply with the environmental and safety requirements.	5 year Plan: Europcar commits to be replacing 5 car washes per year. Close to 50 stations equipped with car wash machines also equipped either with recycling units or hydrocarbon separators.
	Green supplier policy	International Procedure implemented requiring Green credentials from all group suppliers	All Supplier Service Agreements now include a clause on the following points: water, waste fluid recycling, counterfeiting, ethical code and non toxic products applied in all Corp Countries
	Audits, Quality and Safety checks	Monthly Country Reporting	For stations over 10 000 rentals per year, 1% of open rentals audited per month
Initiatives to raise awareness	Customer education	Creation of a "non-smoking" fleet	In France, the UK and Belgium: 100% of the fleet is now non smoking. For other countries, stickers inside the vehicles warn customers against smoking effects.
	Carbon offset program	Partnership with ClimateCare to calculate and compensate CO ² Emissions	Implemented and live on europcar.com since April 2009
Internal Processes	ISO 14001 Certification	Launched in 2009 with Bureau Veritas	ISO 14001 Certified countries: ES, IT, DE and Europcar Groupe - in progress: GB, FR, BE and PT
	Paper Reduction / E-vouchers	Similarly to the E-ticketing for the airlines, E-vouchers are Electronic Means of Payment that can now be used by corporate clients, tour operators and travel agencies in major stations to reduce paper consumption.	E-vouchers increased by 13.5% in 2008 vs -6.3% for paper vouchers
	Paper Reduction / E-invoicing	All invoices from identified customers are now available on the group websites. The Emailing of invoices is now effective in FR, PT and UK	In Dec 2008, 16% of invoices in France, 15% in the UK and 10% in Portugal were directly emailed to customers
	Paper Reduction / Stations equipped with paperless devices	Specific devices enable an electronic signature and a smaller format rental contract. These devices have been implemented at major airport stations.	Devices are in place at 67 major European airports concentrating 65% of all airport reservations in 2008
	Staff Involvement	Internal contest for EC employees leading to the Implementation of an IT recycling program originating from the "Green Idea" Box.	Best idea awarded with a Prize and communicated internally

* Europcar Groupe's IT System



We embrace sustainable development

Europcar



**WHAT'S GOOD FOR THE EARTH
IS GOOD FOR OUR DRIVERS**

