



Introduction

***Europcar***

A background image showing a blurred view of a car's side window 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

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### 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 CO<sub>2</sub> emissions

Indicate CO<sub>2</sub> data for car groups on websites, offer customers the opportunity to offset carbon emissions and indicate CO<sub>2</sub> emissions on car rental invoices.

CO <sub>2</sub> 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.





# United Nations Global Compact - Communication on Progress (COP)

Status - September 2010

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.	Pre order of 500 EV's from Renault . Share of "Eco friendly" vehicles within Europcar Groupe purchases: 22% in Dec 2009.
	European Emission standards	Fleet purchasing level	46% of fleet with less than 140g /km average CO <sub>2</sub> emission level
	Transparency on CO <sub>2</sub> emissions	CO <sub>2</sub> emission measures are shown on the web at reservation time with the information on the vehicle category	. CO <sub>2</sub> data or greenhouse ratings available for each car group on Europcar Groupe's websites (DE, FR, BE, PT, UK, IT, ES, AU & NZ) . "Eco friendly fleet" highlighted on websites. . CO <sub>2</sub> Emissions 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.	- Europcar commits to be replacing old generation car washes. - 80% of all stations equipped with a car wash system equipped with latest generation recycling units or hydrocarbon separators. The remaining 20 % to be equipped by 2013
	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 <sub>2</sub> 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: FR, ES, IT, DE, GB, PT and Europcar Groupe - in progress: BE
	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 represent over 1/3 of all vouchers issued by Europcar
	Paper Reduction / E-invoicing	All invoices from identified customers are now available on the group websites.	The Emailing of invoices now effective in FR, PT, UK and BE.
	Paper Reduction / Stations equipped with paperless devices/A4 format Rental agreement	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 72 major European airports concentrating 2/3 of total airport activity
	Staff Involvement	Internal contest for EC employees leading to the Implementation of an IT recycling program originating from the "Green Idea" Box.	Green idea e-mail box in permanent use.



We embrace sustainable development

***Europcar***



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

