

**TRANSDEV**, COMMITTED  
TO THE GLOBAL COMPACT  
**2013**



Aiming for  
sustainable mobility



**As** a global mobility player, the Transdev Group specializes in the design and operation of public passenger transportation networks.

It develops integrated transportation solutions for the cities and regions, combining all modes of transportation including the new forms of mobility.

It designs and implements tailor-made and high-quality sustainable transportation solutions for passengers. All these solutions reinvent public transportation to reconcile responses to individual needs with collective issues.



Transdev has embarked on a path of sustainable development consistent with the values of our shareholders, Caisse des Dépôts et Consignations and Veolia Environnement. Our decision to join the United Nations Global Compact formally affirms this commitment. We consider our support for the Global Compact an opportunity for continuous improvement in the areas of corporate responsibility, social relations, environmental protection and business integrity. We therefore pledge to continue to apply the Global Compact's 10 principles, in a determined, practical way, and to share them with our partners.

**Jean-Marc Janaillac**

> Chairman & Chief Executive Officers



When it comes to CSR, how we act is just as important as the desired results. Building together by involving our teams and stakeholders is key to driving our sense of responsibility forward...

**Véronique Subileau**

> Group's CSR Director

**T**ransdev – a subsidiary of Caisse des Dépôts and Veolia Environnement – manages mobility. Its goal is to be a trusted, long-term partner to regional authorities, one that is responsive to their needs and committed to addressing the specific characteristics of each region.

Through its wide range of business activities, Transdev oversees the entire mobility chain, offering solutions that contribute to regional quality of life and harmonious development.

Its motto, “**Mobility inspired by you,**” reflects Transdev’s desire to consistently offer more innovative solutions that are tailored to passenger lifestyles.

To revive its performance and spur renewed growth, Transdev embarked on a recovery strategy in 2013, restructuring its financial position and shifting the focus of its international business to flourishing markets where it can contribute to growth.

## **A COMMITMENT SHARED WITH THE CAISSE DES DÉPÔTS GROUP: BUILD TOMORROW’S SUSTAINABLE CITY**

As a shareholder, financial partner and one of the wonder safest long-term investors in the public interest, the Caisse des Dépôts Group provides Transdev with strategic and constant support. We share the same ambition: the harmonious and sustainable development of the territories. Together, we also conduct positive experiments such as the Carrefours de Mobilité (Mobility Crossroads) in Grenoble (France). Through this project, Transdev and the Caisse des Dépôts Group help public authorities develop a new generation of multimodal hubs.



### **A GLOBAL COMMITMENT TO SUSTAINABLE DEVELOPMENT**

Having signed the UN Global Compact in 2003, we defend and promote the principles set out: there in relation to Human rights, labor rights, preserving the planet and combating corruption. We also adhere to the International Union of Public Transport’s (UITP) sustainable development charter. For example, as part of the implementation of CSR commitments in our networks, the Luas in Dublin deployed the ‘Going the Extra Mile’ program. In addition, TVO (Transports du Val-d’Oise / France) is the first passenger transport company to be awarded the ISO 26000 certification.

## RODEO: CSR REPORTING

Rodeo is the name chosen by 550 contributors in 20 countries for the new CSR reporting tool. This tool gives us a snapshot of the Group's social and environmental data as well as a solid basis to pursue all developments as part of continuous improvement logic.

## OUR VALUES UNIFY OUR TEAMS AROUND OUR COMMON PROJECT



Throughout the world, it is passion that fuels the daily commitment of our teams. In a company that promotes cultural awareness, diversity and dialogue, each employee performs his professional responsibilities with the same entrepreneurial spirit and the same drive to be a trusted partner



In committing ourselves individually and collectively, our focus is on performance. Constant quality improvement, risk management, particularly related to safety and high results-based standards at all levels: these are the strengths that enable us to create value and offer solutions with real and enduring benefits



Partnership with each client means remaining close at hand, understanding their culture and listening and exchanging. This proximity allows us to progress, relying on our diverse, collective strength, through dialogue with local public authorities and passengers, to ensure service that anticipates every need.



Faced with the challenges of mobility, we are committed to ongoing innovation, even as we deliver on our daily mission. Inventiveness, creativity, applying modern techniques and sharing best practices - this is our commitment. All carried out with a customer centric focus, a sense of social responsibility and economic efficiency.

Transdev is built on two foundations : **local roots** and **global resources**.

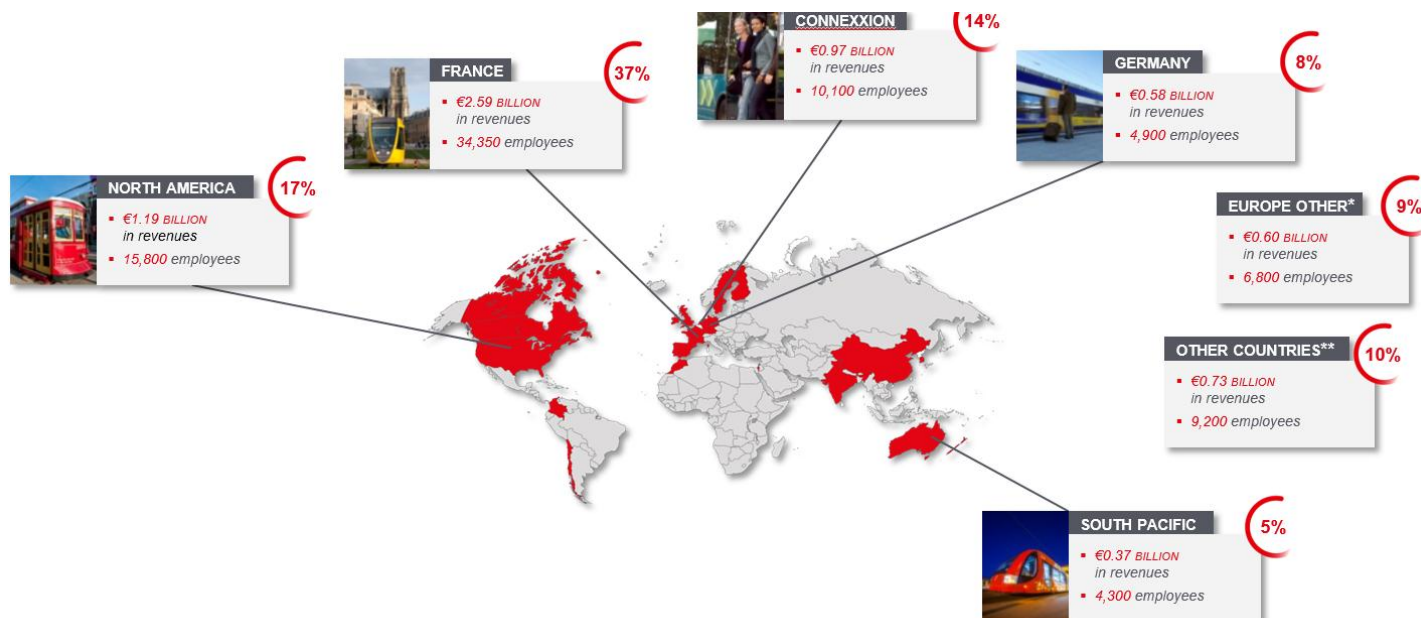
Transdev keeps operations and decision-making local and close to the client, backed up with consistent, high-quality standards that leverage the company's international expertise, best practices and resources in order to deliver industry-leading results.

## > KEY FIGURES



2013 figures

## > PRESENT IN 20 COUNTRIES



2013 figures

# Human rights

**Principle 1** "We will support and promote respect for internationally-recognized human rights."

**Principle 2** "We will ensure that we are not complicit in human rights abuses."

## Organization

The impact of an international company such as Transdev is therefore fundamental. By continually adapting and improving transportation solutions to meet the challenges of local communities, Transdev helps make transportation accessible to all. We are also involved in numerous activities and initiatives to promote service safety and quality. Transdev also applies governance principles consistent with the tenets of the Global Compact to 86,000 employees in 20 countries. Our ongoing development is part of a long-term vision that promotes responsible management of human resources, in line with the governance principles of our shareholders, Caisse des Dépôts et Consignations and Veolia Environnement.

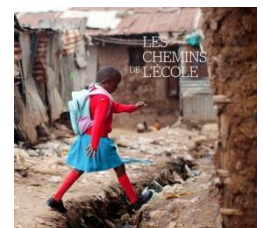
## Commitments

### **BE INVOLVED in our communities**

As a trusted partner, we are involved in the life of the communities we serve as well as that of local residents, children, entrepreneurs, associations... We strongly and responsibly commit to everything we do. So that our work has meaning.

### **RAISE the awareness of tomorrow's citizens**

Transdev remains committed to worldwide education: the funds raised by the sale of the catalog for the exhibition organized with Unesco and Sipa Press, "Journeys to school", are used to support Indian project Charaibeti, a "school" bus for the disabled children of Calcutta's underprivileged areas. Furthermore, our teams are implementing multiple school programs to raise awareness and promote civic responsibility and safety in France and throughout the world.



### **INVOLVE our suppliers in our CSR approach**

**41,000 SUPPLIERS WORLDWIDE**  
work in partnership with the Transdev Group.



In 2013, the Transdev Group created a supplier CSR charter integrated into our contracts. The indicators put in place help monitor relationships with our suppliers and their CSR performance while assessing the commitment of our purchasing units. New partnerships are also being developed based on innovative products or services, as attested by the Op'tion program which involves SMEs in projects designed to improve customer/passenger experience.

## COMMIT to sustainable purchasing



In France, Transdev signed the Business relationships Charter in 2013. With this document, intended to govern relationships between major clients and small and medium-sized companies, we commit to sustainable purchasing, in accordance with the rights and obligations of every stakeholder/partner.

## REINFORCE social and urban cohesion

Since 2002, the Transdev Foundation has financially contributed to the initiation or consolidation of solidarity projects promoting mobility. Developing jobs in local services, reinforcing solidarity with populations experiencing difficulties, preventing insecurity, teaching civic values to young people, promoting green modes of transportation, etc.

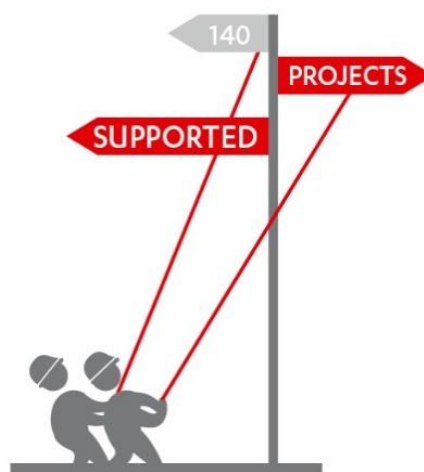
### 15 NEW LOCAL ASSOCIATIONS

supported by the Transdev Foundation in France in 2013.



### 140 PROJECTS

supported in France since its creation in 2002.



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2013 data

## Actions



### **HEARTSAFE LIVING** : A live saving application

The ambulance division of Connexxion, Transdev's subsidiary in the Netherlands, created Heartsafe Living in 2011, a system designed to save heart attack victims. The system, based on a unique solidarity network, automatically locates two nearby volunteers via their smart phone so that they can immediately provide first aid while awaiting the ambulance's arrival. To date, 52 Dutch cities have subscribed to this service, thanks to the commitment of 8,718 volunteers trained by Connexxion.



### **« RACISM: IT STOPS WITH ME »** : A nation wide campaign relayed by transdev australasia

In light of increasing anti-social behavior and racist incidents on public transportation, Transdev Australasia has joined the national anti-racism campaign "Racism: it stops with me", launched in 2012. This commitment provides all drivers with a safer working environment while urging everyone to think about what they can do on a daily basis to say no to racism. No less than 31 different mother tongues are spoken by Transdev employees in Australia and New Zealand...



### **LFM RADIO** : Prevention by and for young people

Anti-social behavior on public transportation is a source of discomfort for passengers and staff. To curb its progression, CSO, a subsidiary of Transdev located in the North-West of the Yvelines department (France), decided to step up its prevention policy among young people, through a partnership with a particularly active local community radio station broadcast in secondary schools. LFM broadcasts prevention messages and produces innovative programs to combat all forms of disrespect, discrimination and antisocial behavior.



### **INCLUSIVE MOBILITY** : Inclusive mobility take action for sparsely populated territories

In rural or suburban areas, the distances traveled to access work, healthcare or leisure facilities can be an obstacle for some. In France, Transdev has mapped out vulnerable populations and territories (based on their mobility budget) and involved local stakeholders in a collaborative innovation process. Objective: organize a more equitable coverage of the regions. This is how, in Chalon-sur-Saône (France), a prospective workshop made it possible to design solutions based on the sharing and promotion of all means of transportation available.



# Labor standards

**Principle 3** "We will respect freedom of association and recognize the right to collective bargaining."

**Principle 4** "We will participate in eliminating all forms of forced or compulsory labor."

**Principle 5** "We will support the abolition of child labor."

**Principle 6** "We will fight discrimination in employment and the workplace."

## Organization

Our activity directly contributes to local dynamism and development. By taking part in the life of municipalities we are often the second or third largest employer of a town and by supporting the work of local associations : we combine performance with an approach that is beneficial to all. This is how we become closely involved in local communities.

As a trusted partner, we are involved in the life of the communities we serve as well as that of local residents, children, entrepreneurs, associations.... We strongly and responsibly commit to everything we do. So that our work has meaning.

Training our employees throughout their career helps ensure their continued ability to effectively perform in their professions and to respond appropriately to every situation. At Transdev, we create customized training for our teams. Adaptable to technical requirements and the company's culture.

Our collaborative model helps ensure that everyone has the opportunity to fully utilize their talents. We seek to share and replicate the best practices and social innovations implemented by operational teams as one of the paths to foster employee performance and work closely with our teams.

## Commitments

### SHARE ethicals principles

All the decisions we make in favor of the regions development, all the actions we carry out to simplify everyone's travels are based on our strong ethical principles, consistent with our values. They are formalized within our **ethics code** ([Transdev.com](https://www.transdev.com)). This document contains 21 principles according with our values, allows that every employee and manager knows "how to do things right" in all circumstances



Among them four principles define our commitment to a sustainable employment policy:

**Exemplary Behaviour :** Managers or employees, we must be exemplary in applying our values and ethical principles

**Health and Safety :** Health and safety of people involved in our activities: employees, passengers, or others (such as pedestrians, visitors...) is our first operational mission.

**Diversity :** We reject all forms of discrimination, particularly vis-à-vis employees or passengers. We promote tolerant freedom of expression and of association. It is through mutual respect, openness and diversity that we create value.

**Developing People :** Personal and collective development is key. We reject all forms of harassment, and all forms of child, forced, compulsory labour

### SHARE the same values

Passion, commitment, performance and partnership... This is how the Transdev teams are described all over the world. These strengths are resolutely shared by all staff so that they can do their job with the same spirit of responsible entrepreneurship, the same level of commitment to customers and attention to the partners' needs.

### BELIEVE in the force of collective intelligence

Involved in 20 countries, Transdev brings together an outstanding range of experience and expertise, undertaking numerous multi-country, multi-business and multinetwork projects. New approaches allow teams to share best practices: Expert.net, the Group's collective intelligence tool; Going for Care, a proprietary program to create a positive customer experience.

### BRING our employees' ideas to life

Ideas are meant to be shared, discussed and transmitted. The Group created Innov'boxto compile its employees' ideas more effectively. This collaborative platform helps respond to specific questions in the form of challenges (how an entity operates, improvement in working conditions, etc.) and then implement the most successful initiatives.

### BRING our credo "uncompromising safety" to life

In 2013, one third of training hours is related to safety, Transdev's most important commitment. Our worldwide network of safety experts guarantees that every local initiative and every best practice benefits all our entities and partners.

### PROMOTE diversity

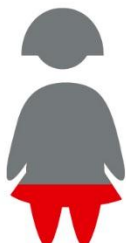
Transdev's diversity commitment is reflected through the signing of diversity charter in France. In the Netherlands, the 2011 national "Talents to the Top" charter is designed to increase the number of women in senior positions and sets quantifiable targets: +30% in management positions and +25% in senior management positions by 2015, progress toward greater gender parity that is already becoming a reality throughout the company's business operations.

## Actions & figures

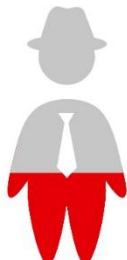
### 86,000 EMPLOYEES IN 20 DIFFERENT COUNTRIES



**69%**  
of drivers



**23%**  
of women



**46.4**  
average age



**60%**  
of employees  
work outside  
France

Source: reporting Rodeo 2013

#### DIVERSITY in figures

- >Feminisation rate: 23%  
21% in 2012
- >Proportion of seniors (+55years) : 26,8%  
25% in 2012
- >Employment rate of disabled employees in France: 4,4%



1 of 6 drivers is  
a woman

### 1.9 MILLION TRAINING HOURS

More than 2/3 of the employees  
have attended at least one  
training action



**68%**  
of employees trained

Nearly one third of training hours  
are dedicated to safety issues



**27%**  
of the training time dedicated to safety

Source: reporting Rodeo 2013



### >THE SOCIAL (RE)TURN TO SUCCESS : Creation of jobs suitable for disabled people

Connexxion recently added a social and inclusive mission to one of its contracts. Transdev's subsidiary in the Netherlands created jobs suitable for the mentally disabled. Hired as support agents on bus lines, they provide passengers with an additional service. This job creation helps change the way passengers perceive disabilities.



### >VOLANT VERT (Green steering wheel): A challenge to reward the experience of bus drivers

To promote and reward the professionalism of its bus drivers, Transdev Outre-Mer (France) has created the Green Steering Wheel challenge, open to all its drivers. This competition, which consists of a number of tests (regulations, driving technique and handling, impact on sustainable development, service relationship), is also an excellent way for the drivers to assess their own performance.

## OUR CREDO : Uncompromising safety

### > An absolute fundamental shared by everyone :

Our credo "Uncompromising Safety" is an expression of our company's fundamental belief that safety supersedes all other issues we tackle each day. Safety forms the solid foundation upon which we build trust, respect and partnership with our employees, clients and customers. It is a commitment supported by group policy consist of a Safety Management System (SMS), a continuous improvement process and a safety organization to reach goals and objectives.



### > A shared safety culture :



«SAFE TRAVELLERS FOR LIFE»: (Australia) - A safety education program aimed increasing the safety of young school children who are new to bus travel. Programm based on a board game and activity book to reinforce safety messages. A program adaptation is under way by other Transdev countries.

**CAMPAIGN «LA SÉCURITÉ AVANT TOUT» / UNCOMPROMISING SAFETY:** (France - FACE QSE) - Comprehensive initiative to create a common safety culture.To help launch a long-term safety plan that evolves annually engaging all employees.



« CYCLE ALERT » : (United Kingdom) - A cyclist-specific detection system using beacon technology It's a pilot program launched at the University of York before wider rollout

### PASSENGER SAFETY VIDEOS (South Korea):

Short films for safety awareness and accident prevention displayed on monitors on board trains, on station platforms and on company website.



## > Measurements and tangible results monitored over time



**DRIVE (USA)** : Employee-led and management supported incentive-based program that rewards safe driving and safe practices :

- 38% decrease in number of workplace accidents
- 24% decrease in severity of workplace accidents
- Two international pilot programs currently under way in Valence (France) & Montréal (Canada).



**FACE (France)** : In conjunction with Transdev's Safety Management System (SMS), FACE is based on the principle of continuous improvement and the Veritas Bureau certification label.

60% of operations in France have received the label in 2014

=> Our goal is to reach 100% in 2015



« **SMARTDRIVE** » (USA) : It is a video surveillance system installed on vehicles that captures the conditions inside and outside of the vehicle in case of an incident/accident. The objective is to reduce unsafe behaviors through employee interaction and coaching.

=> High risk behavior/incidents have decreased by 55% since the introduction of the program.



**Yellow Cab (USA)** : Baltimore's oldest taxi company, launched an ambitious safety program to reduce the number of accidents involving their drivers. This project led to the creation of an annual challenge rewarding the best drivers.

# Environment

**Principle 7:** "We take an approach to environmental challenges based on the precautionary principle."

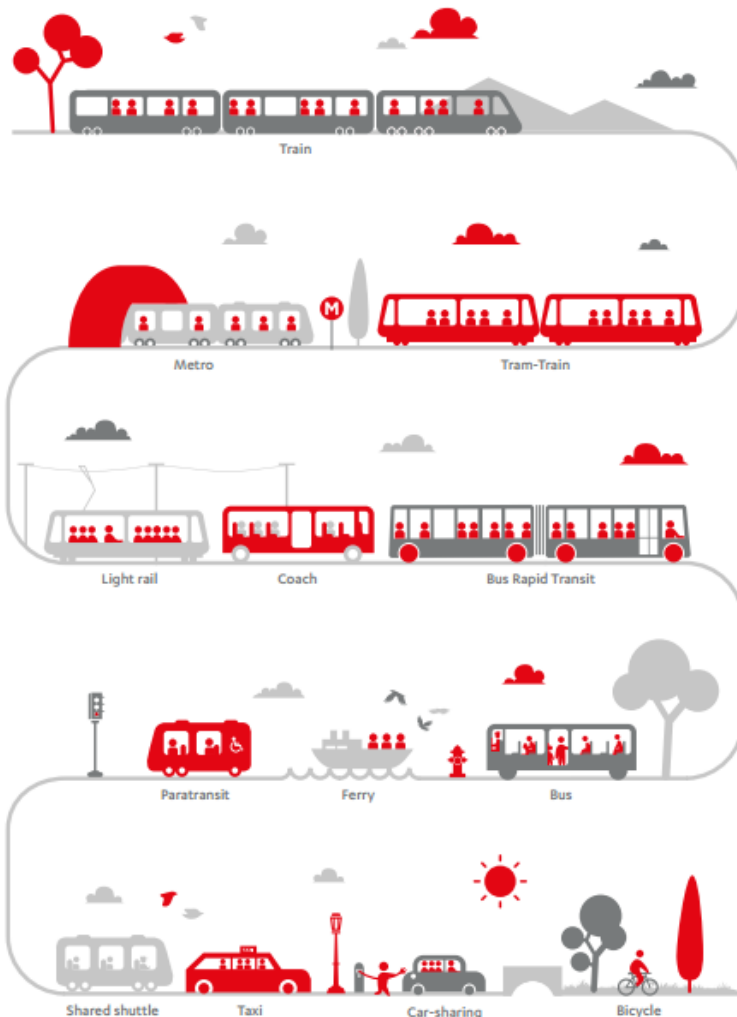
**Principle 8:** "We undertake initiatives to promote greater environmental responsibility."

**Principle 9:** "We encourage the development and dissemination of environmentally-friendly technologies."

## Organization

Every day, Transdev facilitates the travel of millions of passengers from one point to another, their commute to work and back to their loved ones. And every day we make sure whatever means of transportation they use contributes to the dynamism of the local economy and develops in harmony with the territories, by taking environmental action.

### 13 MODES OF TRANSPORTATION



As the shift in 13 modes of transportation from private car to public transport solutions continues, Transdev's activities are viewed as being part of the solution when it comes to environmental issues. Our expertise in 13 modes of transportation means that we can position ourselves as a turnkey supplier and organize innovative and effective intermodal services for our customers as well as a tailor-made offer responding to passengers' expectations and the specific characteristics of the territories. We provide them with the best digital technologies to enhance transparency, operational performance and customer information. To accompany passengers door to door, Transdev completes the missing links in the mobility chain, such as shared bicycles or electric cars.

But, beyond the range of mobility, Transdev is careful to seek the best environmental performance possible for all of these modes of transportation in terms of natural resources consumption, or the negative or positive impact generated.

### Share the voice of sustainable mobility

In addition to being a signatory to the **United Nations Global Compact** and the UITP(1)

**Sustainable Development Charter**, Transdev is also a co-founder of the "**Bridging the Gap**" initiative, which expresses sustainable mobility positions in international climate negotiations; It is a multistakeholder partnership, formed in 2009 between us and GIZ, ITDP and UITP, to encourage international recognition that land transport should play a more prominent role in addressing climate change.

# Commitments

## Take environmental action

The environment is central to Transdev's business, we are committed to playing a distinctive and crucial role in protecting the environment, in three ways:

- > By providing and promoting more attractive transportation solutions, to encourage the modal shift from private cars to public transit,
- > By shrinking the environmental footprint of its transportation activity
- > By operating in an environmentally-conscious way at all our technical and administrative sites.

Our fleets are being progressively equipped with less and less polluting vehicles. Transdev also implements best environmental practices: eco-driving training, monitoring systems built into the vehicles to encourage responsible driving, “green” light vehicle transport services such as Greentomatocars in London, Washington and, more recently, Paris and SuperShuttle, our shared transportation solution.

### **WORKING in close collaboration with our shareholder, Caisse des Dépôts**

Transdev draws on the expertise and vision of its shareholder to develop and implement programs that show a proactive commitment to the environment, either by reducing regional energy costs, combating global warming or preserving biodiversity. For example, Transdev is a participant in France’s VIVAPOLIS initiative, which promotes the country’s expertise in designing and operating the cities of tomorrow.

### **IMPROVING our energy efficiency**

At Transdev, the biggest energy challenge is the use of fuel and traction energy. The company takes a variety of steps to reduce its consumption, such as monitoring fleet energy efficiency. Campaigns are undertaken in each country to prevent and reduce consumption as part of an environmental management system that encompasses equipment, behaviors, management of Group activities and operating strategies.

Various types of measures are taken internally based on local conditions: the condition of buildings, the potential for investment, customer preferences, etc. The company’s headquarters in the Serein building is exceptionally energy-efficient (nearly on par with France’s HQE environmental quality standard). Transdev also conducts pilot developments, such as the depot in Orsonville, France’s first to meet the HQE standard. In addition, each country or network is adopting customized strategies, such as the Best Management Practices project in the United States and the ISO 14001 and ISO 26000 initiatives deployed at the local level.

### **DECREASING emissions of airborne pollutants and greenhouse gases**

Fleet operations are one source of local pollutant emissions, which are primarily determined by the technology used in each vehicle. This technology has become cleaner over time as rolling stock is replaced and new investment is committed.



## **REDUCING soil and water discharge**

These risks are controlled first and foremost through regulatory compliance. Transdev operates a variety of management systems in the countries where it operates, all of which include regulatory monitoring, such as Connexion's ISO 14001 certification in the Netherlands and the FACE program in France. Additional preventive or compliance measures can be taken if needed, in accordance with the investments approved by Transdev's local authority customers. For example, the construction of a new bus depot may include paving that protects the soil or modifications to infrastructure.

## **PRESERVE and enhance regional biodiversity assets**

In line with the biodiversity strategy to be implemented by Caisse des Dépôts, Transdev is currently developing a new program to define innovative potential avenues for preserving biodiversity. In our sector, the primary challenge is to prevent pollution and the impact of land take at depots, which run counter to efforts to protect biodiversity.

At the request of Transamo, its subsidiary specializing in project management support, Transdev already offers grass seeding and other solutions for "greening" public space in conjunction with its light-rail systems. In some areas, depending on local conditions, Transdev takes steps to improve regional plant diversity, for example by installing innovative watering systems, so as to help limit the amount of space allocated to paved roadways.

## **MANAGING our waste production**

In each country where it operates, Transdev works in multiple ways to ensure compliance with local regulations and at the same time encourage recycling and reuse.

Our Sereinis building headquarters, for example, features printers with badge-based printing controls.

## **DECREASING our noise pollution**

Infrastructure and fleets are maintained to ensure they comply with regulatory limits. This upkeep may include mechanical overhauls or improvements to rail lines.

## **REDUCING our water consumption**

Transdev relies primarily on the infrastructure made available by its clients. Its water consumption mainly derives from the need to wash vehicles – essential to quality service, but not friendly to the environment. To limit their water consumption, our companies are increasingly acquiring water-recycling equipment, which can generate savings of up to 80% per average cleaning cycle.

> Ninety-six networks have acquired this equipment.

## **ADAPTING to climate change**

In some regions, such as the Gulf of Mexico, climate change is a potent issue and transit networks may take part in initiatives to address its impact, such as the urban evacuation program for the city of New Orleans. The NORTA network maintains a public information system as well as designated pick-up sites in the event of an emergency. In addition, as part of its risk management system, Transdev is currently tackling the issue of business continuity by integrating its response to operating contingencies (such as climate change) into its procedures.

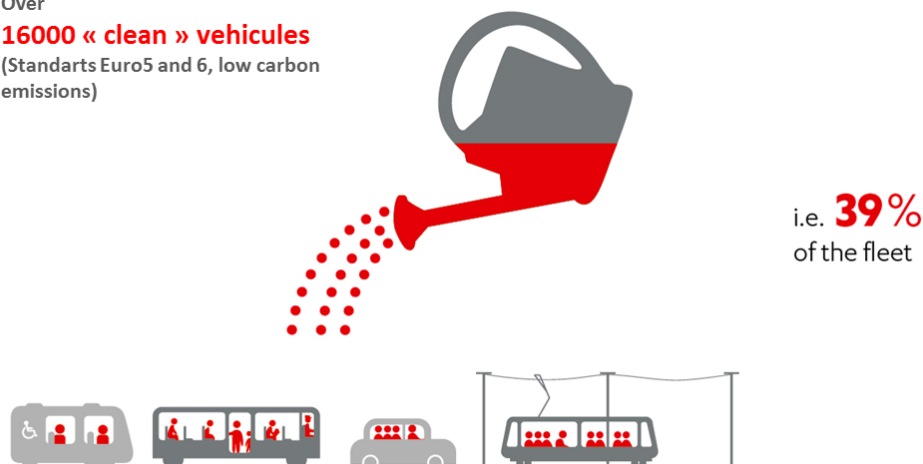


## Actions & figures

Over

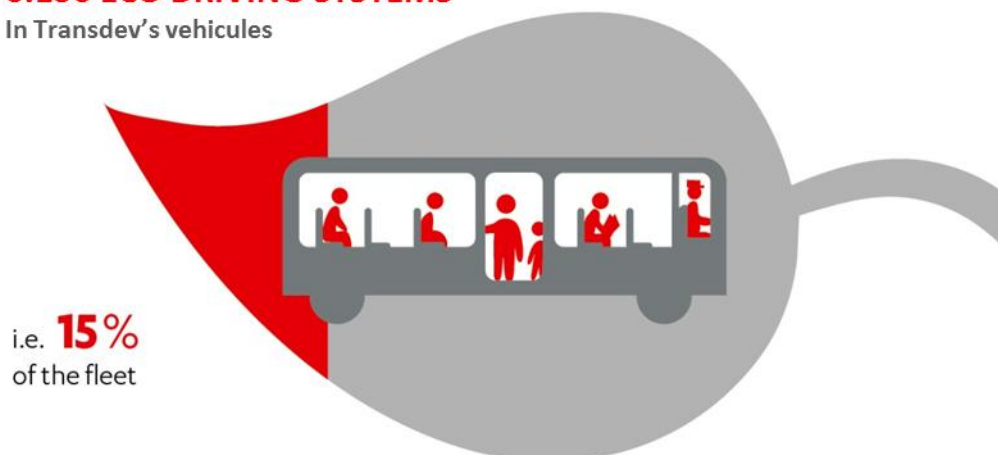
**16000 « clean » vehicles**

(Standarts Euro5 and 6, low carbon emissions)



### 6.150 ECO DRIVING SYSTEMS

In Transdev's vehicles



> **SUNMOOV'** : The first 100% autonomous electric car sharing service



As part of the “Lyon Smart Community” demonstration project in the Lyon Confluence area, Transdev's innovative car sharing company, **SUNMOOV'**, was founded on 14 October 2013. Thanks to 100% electric charging stations, a car can be fully recharged within one hour (compared with 8 hours on average). These cars should ultimately be charged using solar panels installed on the roofs of buildings in the area: this project will be 100% autonomous in terms of renewable energy. This global energy

management on an eco-district scale is a first in France.

## > ENVIRONMENTAL MANAGEMENT SYSTEMS: BMP, FACE, ISO, ETC.

The Group proactively implements environmental management systems in each country, all founded on innovative standards and adapted to local challenges and conditions. These include the Best Management Practices system in the United States, France's path-breaking FACE program for QSE and CSR labeling, and ISO 14001 certification for the entire Connexion subsidiary in the Netherlands.

All of these programs reflect Transdev's steadfast commitment to not only meeting but exceeding regulatory standards for the environment.

## > LIQUEFIED BIOGAS: A new engine for Dutch buses



In Eindhoven, the Netherlands' fifth largest city, the anaerobic digestion of organic matter generated by municipal waste helps produce liquefied biogas used to fuel the engines of two Transdev buses. This project, which is still in its testing phase (June 2013-December 2014), will help reduce carbon dioxide emissions by 80% and the buses' noise level by half. The technology used, Nonox, is also designed to limit fine particle, carbon dioxide and nitrogen oxide emissions.

## > Use of renewable energy: A cutting-edge mindset

In order to draw more heavily on renewable energy sources, Transdev is committed to expanded use of new forms of energy (to replace diesel fuel, which is still far and away the sector's dominant fuel source) and securing its supply of those energy sources. The company monitors the latest developments in technology and energy options and tests their use under actual operating conditions, in order to provide its customers with relevant solutions that provide reliability and service quality at an optimal overall cost. Sources currently in use or under evaluation include liquid biogas, the use of electricity (partially derived from renewable resources) for traction energy, and photovoltaic power at certain depots. Currently, our most advanced networks obtain approximately **19%** of their energy from a range of renewable sources.

Green house gas emissions	2011	2012	2013
Particulates matter (PM)	0,15	0,14	0,09
Carbone monoxide (CO)	2,30	2,09	1,80
Unburned hydrocarbons (HC)	0,46	0,43	0,29
Nitrogen oxyde (Nox)	15,94	15,26	13,71

In G/Km

The share of **electric vehicles Euro 4 (or Beyond)** increased from 43% in 2011 to **59% today**.

**35%** of waste paper are recycled



Rodeo reporting 2013

# Combating corruption

**Principle 10:** "We will act against corruption in all its forms, including extortion and bribery."

## Organization

Transdev's Department of Risk and Commitments has implemented a risk anticipation process for greater operational security. Road accidents, fires, contractual risk, fraud, natural disasters, pollution: wherever Transdev operates, potentially hazardous events can prevent the company from fulfilling its objectives. With this in mind, the Department assists Transdev entities in identifying, assessing and ranking these risks. This comprehensive, regularly updated process is deployed at the local level via a network of country liaisons. A uniform methodology ensures these risks are properly managed.

Within Transdev, ethics and compliance are the responsibility of Executive Management and line management as a whole, as well as the Department of Risk, Commitments and Ethics, aided by an Ethics and Compliance Liaison in each country.

## Commitment

Although our business does not expose us to the highest risk of corruption (Transparency International study on high-risk sectors), we consider it our responsibility, in line with our internal values, to ensure responsible, honest behavior on the part of our employees, starting with managers, by:

- > Maintaining professional relationships with transit authorities and suppliers,
- > Preventing the risks related to money-handling in each function of the company.

## Actions & figures

### IMPLEMENTING local initiatives

A number of countries – English-speaking countries in particular – have adopted policies of their own. Transdev is currently conducting an inventory of these initiatives with the aim of creating a uniform policy.

In addition, **the Code of Ethics distributed to all employees in 2013** states that "We vigorously oppose all forms of fraud and corruption, whether active (customers, prospects, government authorities, etc.) or passive (suppliers, subcontractors, competitors, etc.)."

Finally, the risk questionnaire distributed twice yearly in each country provides a basis for assessing the risk of corruption and taking appropriate action as needed.

### DEPLOYING a confidential whistleblowing system

In conjunction with its new code of ethics, Transdev has set up an e-mail address for answering questions about how the code should be applied or how a conflict of interest should be addressed: [ethics@transdev.fr](mailto:ethics@transdev.fr)

## About this document

This publication is the 2013 annual update of the progress report posted on the Transdev website (under "CSR").

It complies with the reporting requirements of the United Nations Global Compact. The report summarizes and illustrates a few key, permanent aspects of our support for the Global Compact's 10 principles and reports specific strides made during the year.

This document is only available electronically.

Please consider the environment before printing this document. If printing is necessary try to print double-sided on 100% recycled paper from post-consumer waste, or use scrap paper where appropriate.



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