

ACTING RESPONSIBLY

Making a difference in
our communities



2017 BUSINESS REVIEW



ARVAL
BNP PARIBAS GROUP

We care about cars.
We care about you.



Since becoming Managing Director of Arval UK in November 2017, I've been impressed and inspired at how our people embrace Corporate Responsibility (CR) as part of their everyday lives.

From raising important funds for charity to minimising their impact on the environment, I'm very proud of their commitment to provide great service to our customers at the same time as really making a difference in our local communities. This has become a key part of our culture and our people tell us that all the time.

We split our CR activities into four key areas - People, Community, Environment and Economy, with each being championed by an internal ambassador, executive board member and a supporting team of volunteers. This works really well for us, because it puts our people in the driving seat, giving them the platform to suggest, plan and deliver initiatives that make a positive difference in our local communities, for our customers and within the wider industry.

The success of our business is entirely dependent on our people. Therefore I'm delighted that in 2017 we saw an even greater level of engagement. Record amounts were raised for charities and local good causes, we saw more involvement

in our volunteering activities, new health and wellbeing clubs were set up and our people continued to take advantage of our training and development opportunities.

We're very aware of how our business can affect the environment. So we're always looking at ways we can reduce, reuse and recycle to minimise our carbon footprint. We've made great strides in making our workplace more environmentally friendly and I'm excited that we're taking a leading role in getting emerging clean vehicle technologies into the mainstream.

I'm delighted to be part of a sustainable, ethical and caring company, and to share with you some of our 2017 highlights. I hope you enjoy reading more about what we've achieved during the year.

A handwritten signature in black ink, appearing to read "Miguel Cabaça".

Miguel Cabaça
Managing Director

OUR PEOPLE

How we support our employees

OUR COMMUNITY

How our people make a difference



THE ENVIRONMENT

How we minimise our environmental impact



THE ECONOMY

How we work responsibly with suppliers, partners and product development





Our People

Our people are at the heart of everything we do, making millions of journeys possible each and every year for our customers and their drivers. That's why we invest in them, whether it's through training and development or helping them to stay fit and well.

Training and development

In 2017 our training and development activities went from strength to strength, with more than 984 training days (7,380 hours) undertaken and 140 courses delivered.

Given the nature of our business, it's no surprise that we take compliance very seriously. So each year we also make sure all of our employees complete refresher courses in the basics such as anti-money laundering and data protection.



984

training days



140

courses delivered





Sports and social clubs

We're committed to helping our people stay healthy. So we're really pleased that our employee-led sports and social clubs continue to deliver regular fitness activities including running, walking and cycling. Plus we've made sure that all of our employees have access to either a free-of-charge onsite gym or low cost gym membership.



Health & wellbeing

We believe that prevention is better than cure, so during the year we partnered with Swindon Borough Council to give our employees, aged over 40 and based at our Swindon office, access to important health checks. By highlighting potential health risks before they become serious, these checks can help our people to stay well.



3 Peaks and Paris to Swindon bike ride

Every year our people set themselves challenges that require an amazing level of dedication and 2017 was no exception. Two fantastic events were arranged by and for our people; the 3 Peaks Challenge and the Paris to Swindon bike ride. Not only did this involve an intense training regime for all involved but they also raised nearly £5,000 for the British Heart Foundation.



“I had totally underestimated the work involved in the training and the actual four day ride, as I hadn't ridden a bike since childhood. It was the toughest thing I had ever done but was the most amazing experience despite the lack of sleep and food. It has shown me how mental determination can overcome the most difficult of situations. Added to that was how proud my family and friends were of me. I'd recommend it to everyone to do at least once in their life!

Claire Birt | Analyst

We're not the only ones who think our people are great



Lisa Jones from our Manchester office won the 'Rising Star' at the FN50 Customer Service Awards – an outstanding achievement! Great news and the third year running that one of our employees has been recognised at these credible awards.



BRAVO is our service-based training methodology that we use to support our employees. We were delighted that it won the Customer Service Award at the 2017 International Auto Finance Awards.



We were shortlisted in two categories at the Institute of Customer Services UK Customer Satisfaction Awards. These are highly competitive national awards, so we were really pleased to be recognised alongside some of the UK's top performing companies for service.



Our Community

We love doing positive things in our local communities, and our people are always willing to pitch in and lend a helping hand. Our activities are varied, but mainly focus on volunteering and fundraising for charity.

Volunteering

To give our employees the chance to give something back, everyone at Arval can take at least one paid day a year to volunteer for a cause that's close to their heart. 2017 was a fantastic year for volunteering - 257 employees took part in 32 different charitable projects totalling 1,461 hours given, which was a huge increase compared to 2016.

 **257**
employees

 **32**
projects

 **1,461**
hours given



Here are just a few of the highlights:-

Teams from our Manchester office supported Trafford Domestic Abuse Services (TDAS) by painting the charity's centre. Some of our volunteers from Swindon helped with mucking out at an animal charity as well as decorating the Swindon Women's Refuge. Our Birmingham teams continued to support the Solihull Scout Hut and also worked at a local children's hospital.



Employees from our HR department in Swindon took time out of their busy day to create a new pond for pupils at a local school to enjoy.



ARVAL Inspires
Arval Inspires is a new initiative we set up during 2017 to use the knowledge and experience of our people to provide community-based support. Partnering with Nova Hreod Academy in Swindon, fifteen of our employees conducted mock interviews with over 200 pupils, placed three pupils in work experience and coached and mentored three teachers to conduct mock interviews themselves.



We've been passionately supporting local road safety programmes for a long time, and 2017 was no different. Over the years, the 'Safe Drive, Stay Alive' road safety roadshow has welcomed over

“ It was a brilliant opportunity to work together as a team with a common goal that was completely externally focused. We worked really well together to make something that will benefit the children and it was great to see their reactions. It was tiring but knowing that our combined efforts made such a difference to the children made everything worthwhile!

Luke Yoell | HR Business Partner

“ We were surprised how much the team achieved in such a short space of time - particularly as it was such a hot day. The school are so pleased with your work and I want to thank you for an amazing job.

Haydonleigh School in Swindon

“ We're delighted to have the support of Arval, who are a significant employer in our local community, and we're looking forward to working with them to benefit our students. Our aim is to develop further the employability skills of our young people and the relationship will help the personal development, industry knowledge and employment opportunities of a large number of young people.

Darren Barton
Principal at Nova Hreod Academy

200,000 young adults from schools and colleges in Wiltshire. With young drivers most likely to be involved in an incident, the roadshow aims to show 15 and 16 year olds how to stay safe behind the wheel. We think it's such a good initiative that we've sponsored the roadshow for the last five years, but in 2017 for the first time our people became volunteers at the roadshows, being on hand to set the event up and lend emotional support to any young pupil that needed it.



Swindon Wildcats in the Community

We want to actively support the health and wellbeing of children, so we support the Swindon Wildcats' with their "Wildcats in the Community" work. As part of this initiative, the ice hockey players go into schools to encourage and inspire children to be more active; by meeting professional sportsmen in the flesh, they can see the real benefits of being fit and healthy.

Fundraising



£31,116
raised for good causes



50
local and national charities benefited



Our Christmas Raffle is the highlight of our fundraising calendar and is really well supported. This year it raised well over £12,000, which was divided between six charities nominated by our people.



FRANCIS HOUSE CHILDREN'S HOSPICE

This year, our Manchester office decided to focus on fundraising for Francis House Children's Hospice because it meant a lot to one employee who personally relied on the charity.

“ Thank you to everyone for their hard work, effort and enthusiasm in supporting Francis House Children's Hospice. Your donations help us to provide fun experiences and happy memories for the whole family and give children more opportunities to enjoy their lives to the full. The team in Manchester and Swindon really got stuck in with their fundraising.

Kate Puc | Fundraising Officer



The Environment

Working to reduce our carbon footprint is something that we're always striving to do. This very important pillar of our CR strategy focuses on recycling, reusing and reducing our CO₂ emissions.



HydrogenHub

With a lot of focus on new vehicle technologies as a way of reducing CO₂ emissions, as well as how cars and vans impact on air quality, we're proud to be leading the UK's largest hydrogen vehicle trial.

In the spirit of practising what you preach, as part of the trial we're using a couple of hydrogen cars ourselves, we're also leasing some to local customers. This gives us a much better understanding of the technology – knowledge we can use to help our customers. We're also using the cars to inform the vehicle buyers of the future as part of an educational programme in schools and colleges. At the same time, as hydrogen vehicles produce zero CO₂ emissions, we're also lowering our environmental impact.

“ The children (and quite a few of the adults too!) were SO excited to have seen the cars. We have had loads of happy comments from teachers already, and I have overheard lots of conversations between the children about the cars. I'm sure many of them will have had the seed of inspiration planted today. Exactly what we want! Thank you again on behalf of the whole school.

Lethbridge School | Swindon

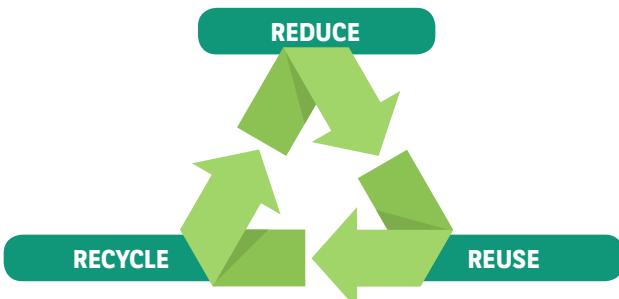
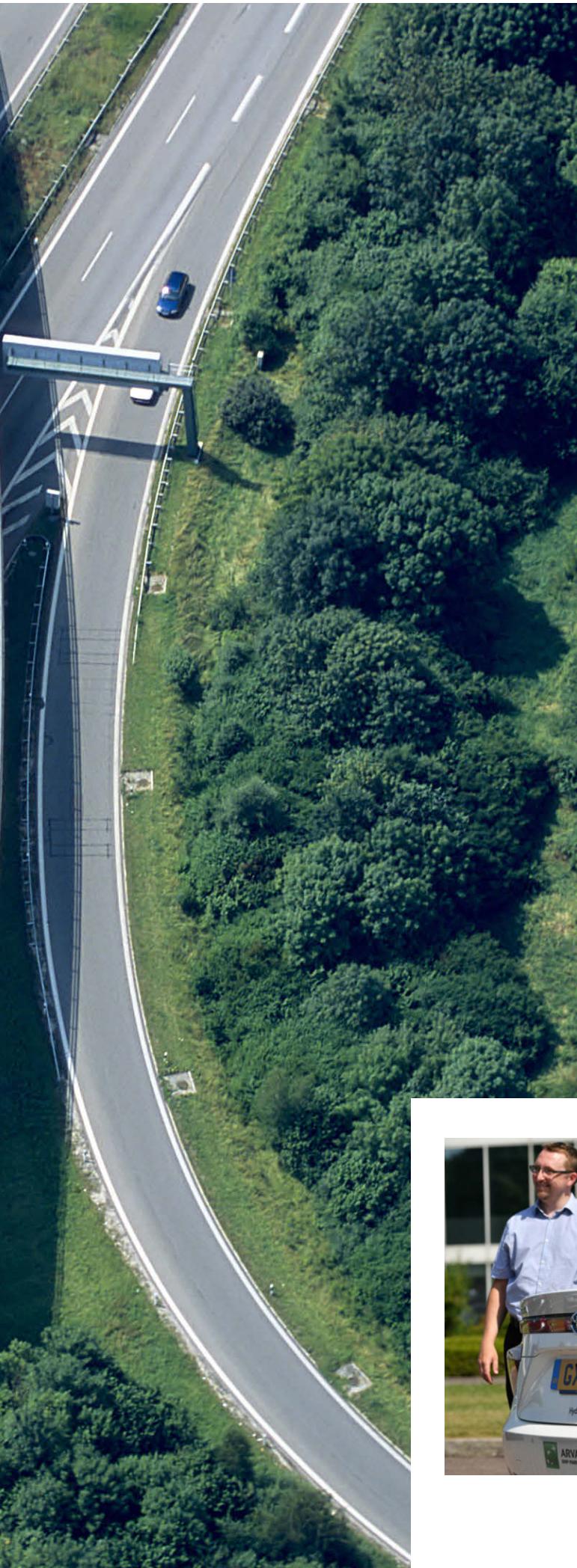
Key stats on the hydrogen car:

	Range 350 miles
	2 - 4 mins to refuel
	Zero CO₂ (only steam is emitted)
	More efficient than petrol or diesel



ISO 14001

We're proud to have retained ISO 14001 certification. This environmental management standard makes sure we have effective environmental systems and policies in place and we manage and monitor our environmental impact.



It's inevitable in an office environment that we get through more than our fair share of paper. But we're always looking at ways to cut down on the amount we use. Overall, compared to 2016 we used 1.3 tonnes less – that's the equivalent of a pile of paper as high as 6 London buses!

We continued to reduce our paper usage by using electronic documents, E-billing and E-Signature, to send our contracts and invoices. Through these measures alone we managed to save nearly 50,000 sheets of paper.

We've switched our photocopier paper to recycled stock and have introduced battery recycling points across all our sites. We've also encouraged our employees to cut down on the amount

of plastic cups used at our water fountains, by supplying everyone with a reusable water bottle.

We've put in place a number of measures to reduce business miles and increase travel efficiency including giving everyone access to video conferencing and business Skype.

We've also teamed up with Swindon Travel Choices, who can give our Swindon-based employees information on the different ways to get to work as an alternative to driving. And part of our employee benefits package gives our people access to the 'cycle to work' scheme.



1.3 tonnes
less paper used
than in 2016



Arval drivers

As a vehicle leasing company with a fleet of over 160,000 vehicles in the UK, we offer hybrid, plug-in hybrid and fully electric vehicles so that our customers, their drivers and our employees can choose vehicles which limit their environmental impact whilst still serving their lifestyle. Over the last year we have seen a steady increase in the number of alternative technology vehicles being adopted by fleets and drivers alike, all helping to lessen the impact on the environment.



The Economy

Compliance

Operating in an economically sustainable way means involves linking together the actions of our own employees, the performance of our suppliers, our local external engagement activities and the delivery of our products.



Arval is fully committed to operating in an economically ethical way and during 2017 alone our employees completed over 2,000 courses covering anti-money laundering, data integrity and financial sanctions.

External Engagement

We're fully engaged with the Swindon & Wiltshire Local Enterprise Partnership (SWLEP), which champions local growth. Through this partnership we're helping to create a well-connected, reliable and resilient transport system to support economic and planned development growth at key locations in the area.



More widely we also engage with key industry groups to influence the development of policy that helps to ensure full consideration of business fleet operational needs prior to the introduction of new regulation; for example policy roundtables discussing the introduction of clean air zones.

Product Development

Arval Active Link, our telematics solution, offers our customers fleet intelligence which helps to reduce costs, increase efficiency and improve driver behaviour.

It includes fuel efficiency and CO₂ emissions monitoring so that our customers can compare the performance of different vehicles in their fleet – this can then help them to make decisions with a view to reducing their environmental impact. The driving behaviour option shows them how improvements to Eco-Driving - such as reduced idling and less unnecessary acceleration - can reduce fuel consumption and the overall carbon footprint of their fleet.



Procurement

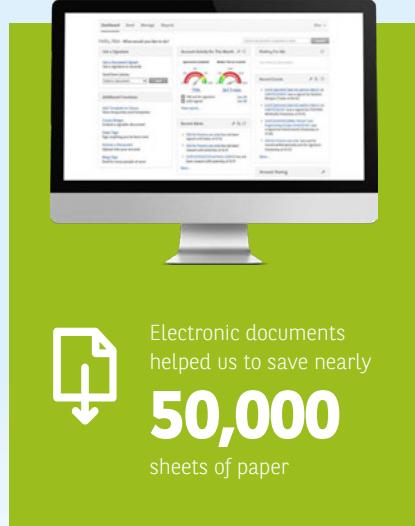
We're also fully committed to working in tandem with our suppliers to advance our combined CR strategy. During 2017 we reviewed our procurement supply contracts and are now fully aligned with BNP Paribas best practice in this area. We also engage, on an ongoing one to one basis, with key suppliers to develop action plans to ensure we maintain and enhance the delivery of environmental, sustainable and socially aware products and services.



Some highlights...



We won the Best in Class Award at the 2017 International Auto Finance Awards



Lisa Jones from our Manchester office won the 'Rising Star' at the FN50 Customer Service Awards





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