



Sustainability Report 2023

ARVAL Netherlands



ARVAL
BNP PARIBAS GROUP

For the many journeys in life

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Andrea Falcone
General Manager, Arval Netherlands

Foreword

The word 'sustainability' has become an indispensable part of our lives. We hear it everywhere with an increasingly stringent regulatory environment. The global pandemic, the energy crisis due to the tension between Ukraine and Russia and the upsetting unrest in the Middle East are merely some recent examples of how we, as human beings, undoubtedly need to strive for a more sustainable, equal and responsible world for the future generations.

In the Netherlands, as the third-largest operational lease company in the country with a market share of

11.3%, we are dedicated to guiding our clients towards low-carbon mobility. In 2023, we reached a fleet of 104,800 vehicles with a growth of 4.1%, indicating our commitment to meet the mobility needs of our clients. With 25,000 battery electric vehicles in our fleet, along with 39% of new orders being electric vehicles, we took a crucial and stronger step towards lower carbon mobility. In addition, along with our ambition to be a leader in sustainable mobility, we expanded our offerings with 1,200 leased bikes and strong partnerships towards sustainable mobility solutions.

Needless to say that all those achievements were thanks to my dedicated colleagues, who strived to make Arval a better and more successful company.

In 2023, our Arval family became larger with the acquisition of Terberg Business Lease Group (TBLG). With a strong position in the direct channel of the Dutch private lease market, a well-developed and

market-leading e-commerce platform with the JustLease label, this acquisition brought us to a stronger position in the Dutch market. Having had a smooth harmonization, with our 463 colleagues, we are a larger family, ready to take Arval to the next level.

Looking ahead now within this dynamic regulatory environment, as Arval, we strive to be ahead of the curve and ready to be the trusted mobility partner of our stakeholders. From the zero-emission zones to be introduced in 2025 in the Netherlands to reporting requirements for

work-related mobility, the market is in need for innovative solutions to satisfy the needs of this dynamic ecosystem.

In this first sustainability report of Arval Netherlands, you will be reading about our inspiring stories, achievements and interactions with our stakeholders. I hope you will enjoy reading about and accompanying us on this exciting journey!

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Karen Brunot
Chief Sustainability Officer, Arval Group

Looking back on 2023, Arval utilised its expertise and ecosystem to tailor services to each and every need, simplifying access to electric charging services for homes, offices and public spaces. We're making notable strides in making sustainable mobility accessible, offering flexible leasing contracts adapted to actual car usage needs. We're also rolling out alternatives to individual cars, such as shared assets and payment solutions for multimodal mobility.

In line with our Sustainability Ambition, we strive to combine ESG challenges with our global business strategy in the way we design our products and services to develop low-carbon, safe and responsible mobility behaviours.

In the meantime, we attach great importance to building reliable bonds with our stakeholders and connecting them together. The sector is a fast-moving one driven by innovation, and Arval has a central role in this ecosystem to accelerate their contribution in transforming our industry and meet the sustainability challenges ahead.

We believe that having an impact-oriented approach also increases our level of attractiveness for talented employees, building trust and loyalty.

Overall, we regard sustainability as a collective journey in which every single market, country, process and, most importantly, every employee has a crucial role to play in achieving our goals.



Kaan Can Turkan
Sustainability Officer, Arval Netherlands

Embedding sustainability is a collective action that can only be achieved through collaboration and cooperation between various business lines and a participatory approach by all employees.

The Arval Netherlands Sustainability Report 2023 is a good example of this engagement. Throughout this report you will not only be witnessing some environmental and social initiatives conducted by Arval but also realise how different colleagues from numerous departments have touched upon the sustainability performance of our company. I profoundly believe that every individual effort counts and gets stronger with collective action.

Having joined to Arval Netherlands in September 2023, I was motivated by the sustainability ambition of Arval in their efforts to drive the sustainable mobility for their stakeholders.

As part of this ambition, today, I am proud to be part of the publication of the first sustainability report of Arval Netherlands and would like to express my gratitude to all colleagues in their support in making this happen. I hope you will enjoy reading it.

What is our Sustainability Ambition?

We are convinced that low-carbon, safe and responsible mobility is key for human well-being.

Our **ambition** is to drive the change to sustainable mobility for all our markets, customers, suppliers, partners, and our teams.

Our **role** is to act as a catalyst to connect all stakeholders and accelerate their contribution.

By leveraging **our know-how** and sphere of influence, we want to develop an ecosystem where everyone plays their part.

Our **goal** is to improve our social and environmental impacts in all aspects of our business by:

- 1. **Reducing greenhouse gas emissions and resource waste** throughout the lifecycle of our fleet and in all our operations.
- 2. **Encouraging user adoption** of low-carbon mobility and safe mobility behaviours.
- 3. **Developing a culture** at Arval that inspires and supports our teams to fulfil our ambition.

TO DRIVE THIS PROGRESS, WE ARE MAKING CONCRETE MOVES TO:

- **Initiate in-depth dialogue** with all stakeholders to set objectives and milestones together and ascertain the direct and indirect impact of our business.
- **Deepen understanding of corporate and individual needs** and analyse usage patterns.
- **Strengthen how we use data** to monitor our progress.
- **Provide practical guidance** to support customers at every stage of their mobility journey, as well as simplified access to low-carbon mobility solutions.
- **Lead by example** using our internal ecosystem as an innovation hub to make our people advocates.
- **Prioritise the well-being and engagement of our people** through diversity, care and collective leadership to integrate ESG impacts into our activities.
- **Report progress transparently and adhere to the highest ethical standards** in our business relationships.

[▶ click here for our sustainability video](#)

Company Snapshot in 2023

Present in the Netherlands since

2004

#3

operational lease company in the Netherlands

Cars in Fleet:

104,800

vehicles

4.1%

fleet growth

11.3%

market share

Team:

463

employees

Battery electric vehicles:

25,000

with **39%** of all new orders being electric vehicles

6,700

Users of Mobility as a Service

1,200

Leased Bikes

32,000

connected vehicles



Materiality Matrix

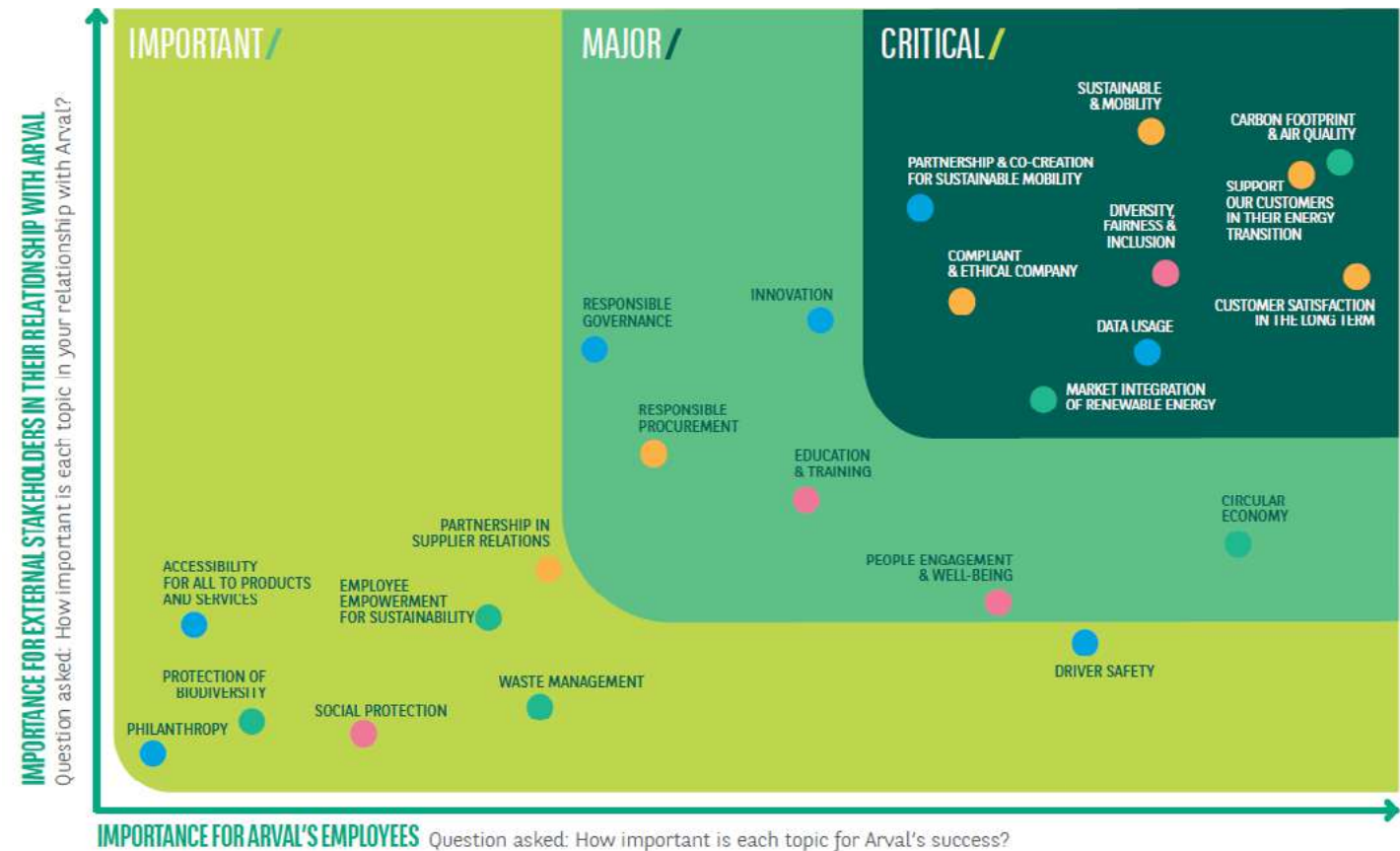
The materiality matrix is the result of an analysis process that allows a company to identify the environmental, social and governance (ESG) issues most relevant to different stakeholders. The term materiality emphasises the concreteness and measurability of all the elements that show the commitment of the company to be sustainable, and that can be communicated.

At the end of 2021, a materiality analysis was conducted at Arval at the Group level with the involvement of internal stakeholders (members of the Executive Committee and employees) and external stakeholders (customers, suppliers, partners and NGOs) in the various countries in which the Company operates, including the Netherlands.

The survey identified key topics, categorised from important to critical, thus giving greater visibility to actions and their impact

for stakeholders. Topics prioritised and perfectly aligned with the BNP Paribas Group matrix* included: Carbon Footprint, Air

Quality, Use of Data and Compliance & Ethics.



*The Materiality Matrix of the BNP Paribas Group can be found on page 27 of the BNP Paribas Integrated report 2021 (<https://integrated-report.bnpparibas/2021/article/27/>)

Sustainability Objectives of Arval Group by 2025



Driving the Energy Transition:

350,000 battery electric vehicles¹ out of **700,000** electrified vehicles²

Empowering Our Teams to

50,000 voluntary hours accomplished by Arval Employees

Promoting Gender Equality:

40% women in all Arval executive committees in all our countries

Reducing our Carbon Footprint of our Fleet

-35% average CO2 reduction per vehicle per km³ vs January 2020.

1 The 2025 ambition assumes similar or better supporting measures from the relevant governments on battery electric vehicles, as well as charging infrastructure & supporting services being further upgraded.
2 Electrified vehicles including battery electric, plug in and full hybrid representing 35% of our leased fleet in 2025.
3 Average CO2 emissions are calculated as a weighted average of the Arval entities' fleet (Passenger cars and LCVs). In a context of regulation change (NEDC, WLTP), the CO2 emissions will be adjusted to the WLTP, making use of the results of an NEDC-WLTP correlation internal study, to ensure comparable stringency. The calculations are made starting 1 January 2020 vs December 2025.

Our Sustainability Strategy 2020-2025

PILLAR
THE ECONOMY



DEVELOPING OUR BUSINESS IN AN ETHICAL AND SUSTAINABLE WAY

- Promoting **Sustainable Mobility** with a positive impact
- Ethics** of the highest standards
- Sharing **a high level of responsibility** with our stakeholders


PILLAR
THE COMMUNITY



BEING A POSITIVE AGENT FOR CHANGE

- Influencing and acting for **driver safety**
- Supporting **R&D** for the future of sustainable mobility
- Supporting **corporate philanthropy** actions related to our core business

PILLAR
OUR PEOPLE



DEVELOPING AND ENGAGING OUR PEOPLE RESPONSIBLY

- Promoting **diversity, inclusion and sustainability** in the workplace
- Being a **good place to work** with responsible employment management
- Being a learning company supporting **dynamic career** management

PILLAR
THE ENVIRONMENT



COMBATTING CLIMATE CHANGE

- Partnering with our customers in the transition to **low-carbon mobility**
- Reducing the environmental impact** of our operations
- Advancing **awareness and sharing** best environmental practices

Contributing to 15 sustainable development goals

QUICK REMINDER

What are the SDGs?

The 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs) were adopted by the United Nations at the General Assembly in 2015 as a universal call to action to end poverty, protect the planet and ensure that by 2030, all people enjoy peace and prosperity. The 17 SDGs and their 169 associated targets recognise that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability. The private sector, including Arval, plays a critical role in the implementation of the SDGs globally. For more information, please visit: <https://sdgs.un.org/goals>



Sustainability Governance

In order for a company to be sustainable, sustainability needs to be at the core agenda of the organisation and should be the concern of every business department and employee.

At global level, our sustainability strategy is directly overseen by our Chair and CEO, Alain van Groenendael, and Global Chief Sustainability Officer, Karen Brunot. At Group level, a cross-functional sustainability committee was established to oversee the sustainability performance of the Arval Group.

As action needs to be localised as well, Arval Group successfully appointed local sustainability ambassadors in 29 countries in which Arval operates.

The goal is to meet periodically to share best practice and support embedding sustainability into corporate local strategy and culture.



A Local Committed Community

In 2023, in order to fully incorporate sustainability into the organisation, a sustainability officer was appointed at Arval Netherlands.

Netherlands joined the G4 countries (France, Italy, Spain and UK), where there is a dedicated person working on sustainability-related subjects.

The local sustainability officer is responsible for steering and coordinating sustainability endeavours of Arval Netherlands. With this appointment, the



Maria Passa
Sustainability Manager, Arval Group

At Arval Group, we have created a community of the sustainability ambassadors across all countries, who regularly exchange and share best practices around sustainability ambition deployment, governance, performance, business decarbonisation and philanthropy actions. In addition, we launched a smaller, focused working group, the +Impact Makers, for our countries with a dedicated sustainability function. In 2023, we were thrilled to welcome the Netherlands in this group with their new sustainability officer.

Coordination with BNP Paribas at Local Level

As BNP Paribas (BNPP) is the parent company of Arval, coordination with BNPP at the local level is indispensable in order to contribute to the spirit and vision of One Bank. For this purpose, Arval is part of two different committees established in the Netherlands:

- **The CSR Committee**
- **Sustainable Business Committee**

While the CSR Committee aims to create synergies between different BNPP entities in the Netherlands in terms of CSR topics such as philanthropy, voluntary activities, environmental initiatives and diversity & inclusion matters, the Sustainable Business Committee focuses on supporting

our clients in their transition pathways, adapting to specific needs of each sector and to regional market needs.



Silvia Pavesi
Head of CSR, BNP Paribas Netherlands

At BNP Paribas the Netherlands, we deeply value the significance of being a One Bank, connecting the potential of all our 10 business lines present in the Netherlands. With sustainability at the core of our group strategy, in 2022, our management established the NL CSR Committee with the mandate of driving our company's direct impact on our natural environment and local communities. I am proud and grateful for Arval's contribution to our group's CSR efforts and for dedicating resources to ensure that we play an active and responsible role within Dutch society.



Jan Lodewijk Roebroek
CEO, BNP Paribas Asset Management in the Netherlands

Having an integrated and systemic approach towards sustainability is at the core values and long-term vision of BNP Paribas the Netherlands. In doing so, contribution of all ten entities in the Netherlands would play a critical role. In line with this vision, in 2022, we established the Sustainable Business Committee (SBC) to enhance cooperation between our various entities in the Netherlands to accompany our clients in their sustainability transitions. I am glad to see Arval's presence at and contribution to the committee and our efforts towards our sustainability direction.

Arval achievements 2023



Arval Netherlands has been recognised by the prestigious EcoVadis Platinum Medal with a score of 84/100, placing us in the top 1% of companies worldwide. This award celebrates Arval’s commitment across four key domains: Environment, Labour & Human Rights, Ethics and Sustainable Procurement. The EcoVadis Platinum ranking reaffirms Arval’s ambition: driving the change to sustainable mobility for all our markets, customers, suppliers, partners and our teams.



Arval Netherlands won 3rd place in the elections for the best leasing company in the Netherlands based on the results of the large-scale satisfaction survey of lease drivers and fleet managers conducted by the Association of Business Drivers (VZR) at the Lease Event 2023.



Arval Netherlands was selected as the fastest-growing leasing company in the Netherlands in 2023 at the AUMACON Leasing Company Top 100 during the National Autolease event. Mainly due to acquisition of Terberg Business Lease Group, our fleet has grown by 68% and Arval Netherlands has climbed from 9th to 6th place in the top 100.



Celebrating its customer-oriented approach, Arval Netherlands received the Gouden Oor (Golden Ear) Award. The Golden Ear symbolises an organisation’s ability to listen to its customers. The Golden Ear is rooted in the belief that customer feedback helps organisations to maintain and strengthen customer relationships, reputation and improve processes and products.

Arval highlights 2023

Acquisition of Terberg Business Lease Group (TBLG)



Arval acquired TBLG in the Netherlands and Belgium. TBLG is a full-service leasing company with a strong position in the direct channel of the Dutch private lease market, having a well-developed and market-leading e-commerce platform under the JustLease label. With this acquisition, Arval, in the Netherlands, has improved its business-to-consumer offering. For more information regarding the acquisition:

[Click here for details](#)

Launch of the Mobility Pass



Arval BNP Paribas, leading payment and mobility platform XXIMO and VISA have entered into a European partnership starting in the Netherlands. The partnership aims to provide a simple, innovative solution that combines a payment card, app and management portal to make business mobility easier for both employers and employees.

Partnership with Hellorider and Sponsorship of the BEAT Cycling Club



To offer bike lease more widely, Arval took two important steps in 2023. Partnering with Hellorider and sponsoring the biggest cycling club in the Netherlands has strengthened the positioning of Arval in the sustainable mobility ecosystem.

Sustainability results of Arval Netherlands in 2023

THE ECONOMY	OUR PEOPLE	THE ENVIRONMENT		
<div>1,200 bikes leased</div> <div>235 Car Sharing vehicles</div> <div>2,400 Car Sharing users</div> <div>6,700 MaaS⁴ user</div> <div>97 % of employees trained on anti-corruption, anti-money laundering, sanctions and embargos</div> <div>100 % of new suppliers' contracts signed containing sustainability clauses</div> <div>100 % of current preferred suppliers assessed according to sustainability criteria</div>	<div>27 % of women in local executive committee</div> <div>100 % of employees having received formal feedback from their management (annual appraisal, career review, continuous feedback)</div> <tr><th>OUR COMMUNITY</th></tr> <tr><td><div>25,000 donations in euros</div><div>172.5 solidarity hours conducted by Arval employees</div></td></tr> <tr><td><div>25,036 total fleet battery electric vehicles (BEVs)</div><div>37,361 total electrified⁵ fleet (EV)</div><div>32 % average CO2 reduction in per vehicle per km vs January 2020⁶</div><div>79 % of BEVs in Arval's own fleet for employees</div><div>1.56 tCO2e/FTE⁷</div><div>2.17 kg paper consumption per FTE⁸</div></td></tr>	OUR COMMUNITY	<div>25,000 donations in euros</div> <div>172.5 solidarity hours conducted by Arval employees</div>	<div>25,036 total fleet battery electric vehicles (BEVs)</div> <div>37,361 total electrified⁵ fleet (EV)</div> <div>32 % average CO2 reduction in per vehicle per km vs January 2020⁶</div> <div>79 % of BEVs in Arval's own fleet for employees</div> <div>1.56 tCO2e/FTE⁷</div> <div>2.17 kg paper consumption per FTE⁸</div>
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4 Mobility-as-a-Service
5 Battery electric vehicles (BEVs), hybrid vehicles (plug-in and full hybrid)
6 Average emissions of CO2 are calculated as a weighted average of the Arval entities' fleet (Passenger cars and LCVs). In a context of regulation change (NEDC, WLTP), the CO2 emissions will be adjusted to the WLTP, making use of the results of a NEDC-WLTP correlation internal study, to ensure comparable stringency.
7 Yearly tons of CO2-equivalent emissions from Arval's own operations (i.e. buildings, business travel and commuting)
8 Calculated based on the assumption that an A4 paper is around 5 grams per sheet and a 435-page/FTE consumption in 2023.



PILLAR 1
THE ECONOMY /

DEVELOPING OUR BUSINESS IN AN ETHICAL AND SUSTAINABLE WAY



Rob Metselaar
Chief Financial Officer, Arval Netherlands

In parallel to our ambition to drive the change in sustainable mobility, it is crucial to diversify and be adaptable to the needs of our stakeholders. While delivering our high-quality service, it is vital to be coherent with our highest standards of ethics, which are compatible with our parent company BNP Paribas. Needless to say that in our sustainability journey, embedding sustainability into our contracts with our suppliers is a critical responsibility of Arval.

PILLAR 1 THE ECONOMY

Promoting Sustainable Mobility with a Positive Impact

ACTIONS

SUSTAINABLE MOBILITY OFFERS

SDG



KPIS

OF BIKES LEASED

OF CAR SHARING VEHICLES

OF CAR SHARING USERS

OF MAAS USERS

RESULTS 2023

1,200 BIKES LEASED

235 CAR SHARING VEHICLES

2,400 CAR SHARING USERS

6,700 MAAS USERS

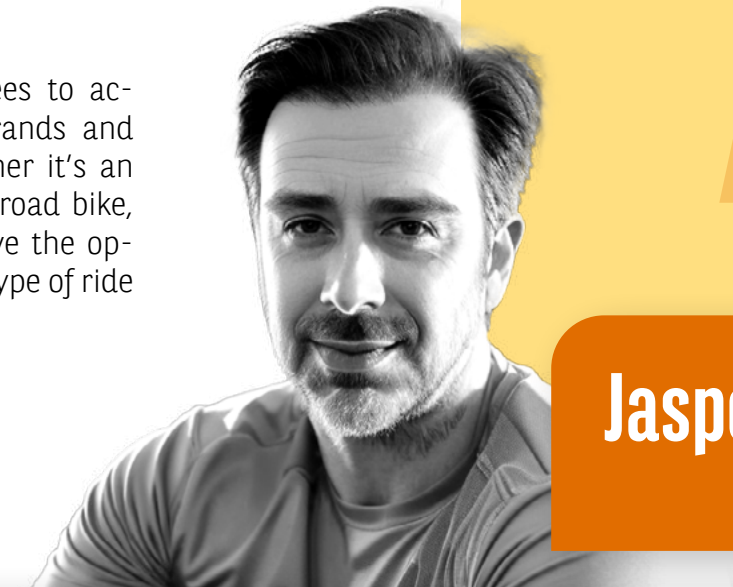
Promoting sustainable mobility with **Arval BikeLease**

Did you know that with a customised bike plan, companies can offer a good alternative form of mobility to their employees? Thanks to Arval BikeLease, employees can choose from a wide range of bikes. Furthermore, all costs from purchase to maintenance, repair, insurance, breakdown assistance and even replacement bikes are included in the fixed rate.

In 2023, Arval launched a strategic partnership with Hellorider, a digital platform company for bike lease, in order to accelerate and broaden its mobility proposition. At the end of 2023, 1,200 bikes had been leased to our customers.

As Arval Netherlands, in collaboration with Hellorider, we contributed to the launch of a bike lease scheme at BNP Paribas CIB Netherlands that

allows their employees to access a number of brands and types of bikes. Whether it's an e-bike, cargo bike or road bike, employees would have the opportunity to pick the type of ride they prefer.



Jasper van Waalwijk
CEO of Hellorider

Hellorider's mission is to expand the bike lease market in an effort to transition to a more sustainable mobility model in the near future. Our strategic partnership with Arval with its commercial strengths and expertise is of pivotal importance in accelerating this transition with the shared ambition to positively impact society.



QUICK REMINDER

What would be benefits of a cycling scheme like Arval BikeLease?

- Increasing the vitality of your employees, as it is a healthier, alternative way of mobility.
- Reducing the CO2 emissions, hence contributing to environmental objectives of your company. Did you know that according to the United Nations Environment Program (UNEP), switching from a car to a bicycle saves 150 g of CO2 per km?

Dagmar van der Plas

Head of Communication, Marketing and Company Engagement,
BNP Paribas Netherlands

Commuting 25 km to the office on my bike every day, I am very happy that I leased my pedelec e-bike via our new bike scheme. As BNP Paribas CIB Netherlands, in partnership with Arval and Hellorider, we have managed to put together a package that allows our employees to choose a bike from among hundreds of brands for their own use. Looking forward to having further collaborations that would strengthen our bonds as One Bank in the Netherlands and drive for a more sustainable future together.

In 2023, we took a prominent step in promoting cycling and sustainability by announcing our sponsorship of the largest cycling club in the Netherlands:
The BEAT Cycling Club.



Bartek Kwapisz

Marketing & Sustainability Director, Arval Netherlands

As a sustainable mobility partner, we are committed to the growth of the largest cycling club in the Netherlands. Together, we promote the bicycle as a sustainable means of transport and draw attention to Arval BikeLease. I profoundly believe that this interaction will be fruitful, as both BEAT and Arval are committed to the well-being of teams and employees, bringing together health and vitality.

Would you like to learn more about the BEAT Cycling Club? Let's hear from Geert Broekhuisen

Interview

What is the mission of BEAT Cycling Club with respect to sustainable mobility?

As BEAT Cycling Club we identified that while the bike is an awesome sustainable mobility solution, professional cycling is still part of the environmental issues. Both the

intensive travel schemes and the material use do not directly fit the sustainable image of cycling. We are on a mission to be the most sustainable professional cycling team but mostly to show the world all the things that are possible already. By showing what we already can do, we hope to use our public role to inspire large groups of people to adopt changes in their personal lives.

Would you mind sharing some main highlights from 2023?

In 2023, BEAT Cycling Club became the first professional cycling team ever to fully switch to an electric car fleet. All our team cars were replaced by electric cars with the help of Arval

and BYD. This was especially ground-breaking, since the cycling world up to then had concluded that electric cars would not be suitable to fulfil the needs and wishes of teams. By stepping out of the comfort zone and starting to try new things, BEAT and Arval proved to the cycling world that

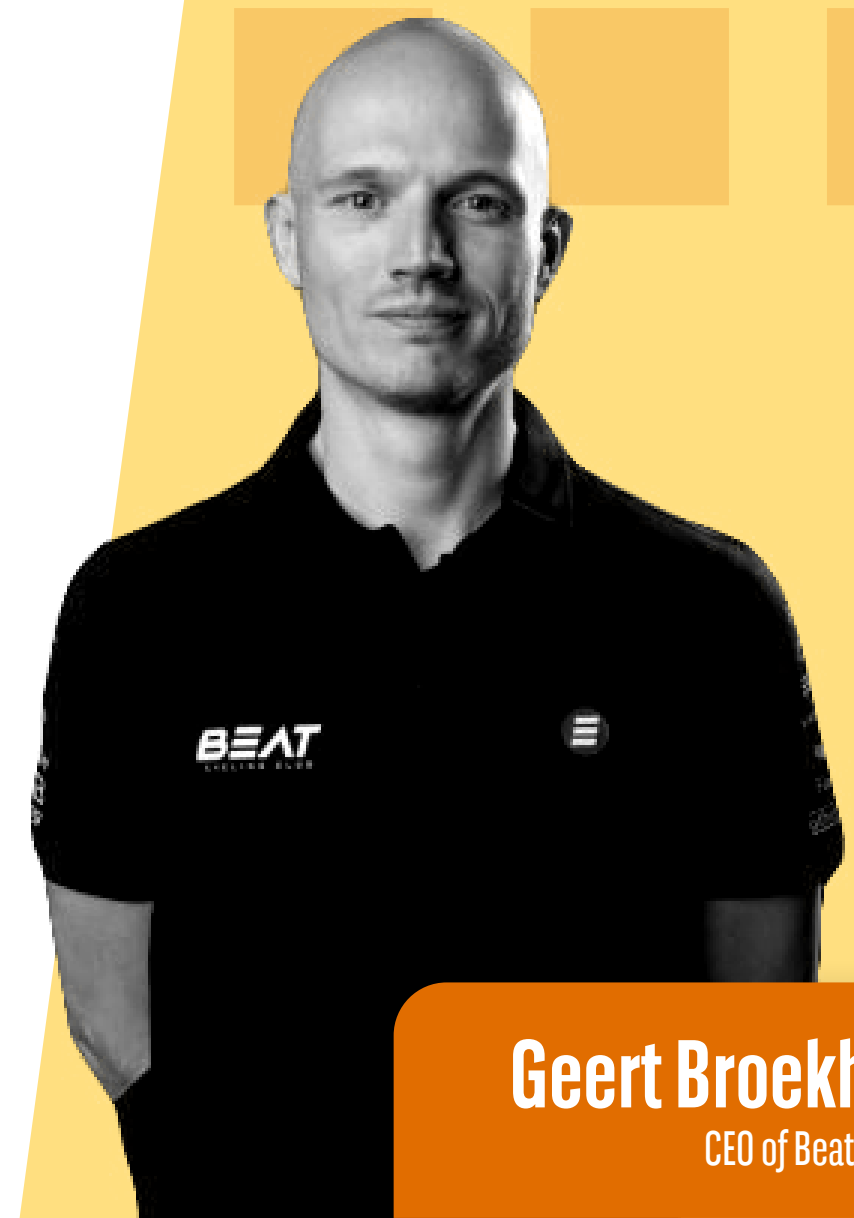
We love the fact that the Arval BikeLease proposition helps companies to enable their employees to have access to a range of bike types to make their life and commuting more sustainable and more fun!

these electric cars can support all our ambitions. We hope to have inspired both other teams and individuals to join driving more sustainably.

Starting from 2024, what will be your next steps as BEAT Cycling Club in promoting cycling and sustainability, and where do you see Arval as a support in your future plans?

Starting from 2024 we would like to inspire even more people to switch to more sustainable modes of transportation. That means we also want to highlight using bikes for (company) transportation. We want to call out to the public that by using a bike

not only can you skip the rush hour with your employees, but it also boosts health and happiness and it is more sustainable than only driving cars. We love the fact that Arval Bike-Lease helps companies to enable their employees to possess a nice bike to make these changes!



Geert Broekhuisen
CEO of Beat Cycling Club

Optimising the company fleets effectively by Arval Car Sharing

Arval Car Sharing is the digital solution to manage pool vehicles efficiently. Our platform allows companies to optimise the size and usage of their car fleet by making pool vehicles available for employees. Thanks to Arval Car Sharing, employees can book the vehicle adapted to their needs and unlock the car directly from the application. This is a fully digital experience, from booking the car until returning it. Employees can enjoy this service for business or private trips. This solution is an enabler for electric vehicle adaptation, allowing to test new technologies before shifting, and contributes to the circular economy by reducing companies' fleet size. It is also a way to create a mobility hub with pooled cars at the convenience of employees.

How Arval Car Sharing supported the Amsterdam Public Transport company (GVB) in their sustainability mobility needs?

When you think of public transportation, you may not think of cars so quickly. Yet, there are as many as 150 cars driving around for the Amsterdam public transport company GVB. These are shared cars that people use every day. Until recently, it was quite a hassle to plan and register all the trips for all the cars. However, thanks to Arval Car Sharing, the company started to register all trips automatically, which takes away a great burden from their shoulders. In addition, Arval provided 16 full-electric vehicles equipped with Arval Car Sharing, which allowed the company to have more sustainable fleet. While the digital application within Arval Car Sharing allowed the employees easy access to cars without a key, it also allowed the employer to monitor any data related to the shared cars.



Arjan Barning
Business Manager, Arval Netherlands

The beauty of Arval Car Sharing is that you can easily make your fleet more efficient. As you can see exactly how often and when the cars are used, you can scale up or down in a targeted way. It is great that we were able to demonstrate this to GVB, that the trust was there from the beginning. We are grateful for that.



Mark Mulder
Facility Coordinator, GVB

I am delighted to be partnering with Arval. We have a diverse range of vehicles, including small passenger cars, vans and equipment capable of running on rails. That meant that we needed a shared-car solution, different from the standard, and Arval truly put in the effort to make it happen. I'm thrilled with how well it has worked out. I am also confident that Arval will assist us in achieving our climate goals.

In 2023, we were proud to announce the launch of our new strategic partnership with XXImo, a leading payment and mobility platform. Through this partnership, XXImo is becoming an Arval key partner in Europe on its Arval Mobility Pass – a simple, innovative solution combining a payment card, an app and a management portal to simplify corporate mobility for employers and employees alike.

Integrated with Visa's advanced payment technology, which ensures a wide coverage across all mobility services,

Arval Mobility Pass provides an innovative solution for seamless corporate mobility management. The European rollout of this strategic alliance started in the Netherlands will not only benefit employees but also provide employers with a suite of mobility management, real time control and monitoring tools through the Arval Mobility pass portal.

From monitoring travel expenses to tracking CO2 emissions and mobility usage, the platform offers a uniform and scalable international solution for enhanced mobility management.

A New Step in Business Mobility

Interview

The year 2023 was prominent for Arval in terms of business mobility with the launch of Arval Mobility Pass. As Mobility Director, what would you mostly highlight from that period?

First of all, I am very proud and excited that this strategic alliance between Arval, Xximo and Visa was rolled out in Europe starting from the Dutch market. Our new Mobility Pass will

benefit our own employees by providing various mobility services under one umbrella, but also support our clients in better mobility management.

How is Arval Mobility Pass aligned with Arval's sustainability ambition?

Our Sustainability Ambition is to drive change for sustainable mobility for all our markets, partners, clients and ourselves. Therefore, our Mobility Pass will be a major milestone in driving this change. We would like to advance the shift to mobility driven by

technology, work trends and the ambition to minimise the environmental impact of transportation.

If you were to name one benefit of the Arval Mobility Pass for companies, what would it be?

Thanks to the Arval Mobility Pass, it would be easier to monitor and report various types of data ranging from travel costs and CO2 emissions to type of mobility. Hence, the platform offers a unified and scalable

international solution for improved mobility management. Bearing in mind that starting from 2024, all the companies in the Netherlands with more than 100 employees will have to report on work-related mobility to public authorities, the Arval Mobility Pass will be an indispensable partner in their journey in fulfilling these needs and requirements.

We are proud and excited that the launch of Mobility Pass in Europe started in the Netherlands.



Wesley van der Wal
Mobility and Product Director, Arval Netherlands

Delving into a new mobility chapter **with our partners**

Interview

What is the vision of XXImo and how is sustainability positioned within the company?

XXImo is deeply committed to sustainability, viewing it not just as a noble pursuit but as a fundamental element in fostering resilient businesses and organisations. As a proud member of the AutoBinck Group, sustainability stands as one of our five core values.

How do you view your partnership with Arval? How does the partnership support companies for a more sustainable mobility?

XXImo and Arval are enabling pioneering initiative by streamlining access to sustainable mobility solutions. Together, we empower businesses to shift from traditional vehicle ownership to embracing shared transportation options. This transition not only supports environmental goals but also provides employees with increased freedom and flexibility.



What are your next steps/plans to further promote sustainability?

Our next steps revolve around the continuous development of innovative products and services aimed at assisting our customers in adopting more sustainable practices and cultivating greener operations.

XXImo and Arval are enabling pioneering initiative by streamlining access to sustainable mobility solutions.



Mike van der Voort
Business Development Manager of XXImo

PILLAR 1 THE ECONOMY

Ethics of Higher Standards

Adopting Ethical Standards at the Highest Level

ACTIONS

TRAINING ON
ANTICORRUPTION,
ANTIMONEY
LAUNDERING, SANCTIONS
AND EMBARGOS

SDG



KPIS

% OF EMPLOYEES
TRAINED ON
ANTICORRUPTION,
ANTIMONEY
LAUNDERING, SANCTIONS
AND EMBARGOS

RESULTS 2023

97%

What are the main themes addressed in the Code of Conduct?

1. The Interests of Customers
2. Financial Security
3. The Integrity of Markets
4. Professional Ethics
5. Respect for Colleagues
6. The Protection of the Group
7. The Role of a Company in a Society
8. Appendix with Code for Anti-Corruption

For detailed information, please find the Code of Conduct here: ➔

Developing an accountable business ecosystem

As part of BNP Paribas, Arval is committed to driving positive change on the foundations of professional expertise and integrity. That is why we are determined to set out strong sectorial policies beyond strict

compliance with laws and regulations. Our Code of Conduct, shared among all BNP Paribas entities including Arval Netherlands, reflects this ambition. It defines the rules which govern all our actions, consistent with

our core values. Also, as it takes two to do responsible business, we are committed to assessing our customers through our Know Your Customer (KYC) guidelines. This dialogue enables us to form an accountable business ecosystem, which is indispensable to satisfy our customers.

In order for our employees to be fully aware of the principles of the Code of Conduct, a mandatory training is assigned to all new employees, as well as all employees on regular basis. In 2023, 97% of employees completed the relevant trainings.

In a rapidly transforming international company, it is vital to continue building trust with all our stakeholders at every level. So to reflect our values, wherever we operate, we apply the most rigorous standards for ethics and compliance. We strive to empower our employees through a comprehensive training policy on anti-corruption,

anti-money laundering, sanctions and embargos. In order to comply with our goal for the highest ethics standards, Arval carries out a thorough environmental, social and governance (ESG) risk assessment of every customer. This assessment process is aligned with the nine Sector Policies established by the BNP Paribas Group, which take into account ESG Risks in addition to economic performance criteria.

Moreover, with respect to the zero-tolerance commitment towards bribery and corruption, Arval has developed a large array of solutions to minimise the risks, within and beyond its walls. Risk management, in-depth financial control, training and targeted onboarding, and surveillance of suppliers are the cornerstones of our approach.

What are the 9 Sectorial Policies?

1. Coal-Fired Energy Generation
2. Mining
3. Oil&Gas
4. Nuclear Energy
5. Palm Oil
6. Wood Pulp
7. Agriculture
8. Defence
9. Tobacco

For detailed information, click here: ➔



Whistleblowing System

In order to have strong corporate governance, having a whistleblowing mechanism in place is significant. That is why, as Arval Netherlands, we have our policy and procedures in place in line with the procedures and rules of BNP Paribas.

Our whistleblowing channels are available on our website in an accessible way for both our employees and/or external parties who would like to report a violation of the principles of Code of Conduct and unethical behaviour. The process of whistleblowing is conducted and managed in full confidentiality of the whistleblower.

From this link, you can visit our dedicated web page for our whistleblowing mechanism



A Must-Avoid in Communication: Greenwashing

Greenwashing is a name commonly used to describe a practice by which companies claim they are doing more for the environment than they actually are. It misleads market participants, consumers and end investors. It poses a considerable risk for businesses not only in terms of causing financial loss due to legal liability but also from a reputational perspective, as it could be detrimental for the image of a company.

The fast-changing regulatory environment in the European Union with

the EU Green Deal, Taxonomy and also specific directives aiming at avoiding greenwashing and misleading claims such as the Directive on Green Claims is a good signal that the legal ecosystem is getting stricter. In the Netherlands, the Authority for Consumers and Markets (ACM) has published a guidance paper for organisations to raise awareness and support them in avoiding misleading sustainability claims. The relevant report can be found [here](#)

As Arval Netherlands, we strive to be aligned with

communication guidelines provided by Arval and BNP Paribas Group in order to avoid the risk of greenwashing.



Alexander Strack van Schijndel
Head of Legal, Arval Netherlands

PILLAR 1 THE ECONOMY

Sharing a high level of responsibility with our stakeholders

ACTIONS	KPIS	RESULTS 2023	SDG
<div>SUSTAINABILITY CLAUSES INTEGRATED INTO ALL NEW CONTRACTS</div> <div>ARVAL CURRENT PREFERRED SUPPLIERS ASSESSED ACCORDING TO SUSTAINABILITY CRITERIA</div>	<div>% OF NEW SUPPLIERS' CONTRACTS SIGNED CONTAINING SUSTAINABILITY CLAUSES</div> <div>% OF CURRENT PREFERRED SUPPLIERS ASSESSED ACCORDING TO SUSTAINABILITY CRITERIA</div>	<div>100%</div> <div>100%</div>	<div> <div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div> </div> </div>

Embedding sustainability into our onboarding process

At Arval, our supplier onboarding platform, Ivalua, has a feature that makes it possible to digitise the entire processes ranging from gathering information and requesting documents to completion of entry questionnaires, including the CSR questionnaire for the assessment of suppliers regarding their environmental and social performance. We have embedded the CSR questionnaires as a part of the onboarding process so that the completion of the questionnaires by suppliers and the assessment of the responses by Arval take place within the same platform.

The BNP Paribas Sustainable Sourcing Charter lays the foundation of our sustainability clauses embedded in the

contracts with our suppliers. It provides a solid ground in the creation of environmental and social aspects within supplier relations to ensure a more responsible supply chain.

The Sustainable Sourcing
Charter can be found here



Paving the way for a more responsible supply chain with Arval Centers

Arval Premium Centers and Arval Centers are facilities of excellence within the Arval Network of mechanics, body shops and tire shops, identified through a qualification process, and are part of the nationwide Arval Preferred Network.

The onboarding process of suppliers is subject to criteria consisting of customer satisfaction, geographic location, exterior and interior appearance and sustainability. As of the end of 2023 there were nine suppliers that became part of the nationwide Arval Preferred Network.

The opening of Arval Centers marks an important milestone in Arval's ongoing commitment to provide excellent service and support to its customers.

Strengthening the sustainability criteria with Groen Gedaan...

De Stichting Duurzaam (the Sustainable Foundation) is an initiative of insurance companies, fleet owners, the ANWB, municipalities, housing cooperatives, leasing companies and the government. It is operational in the Netherlands, Belgium and Luxembourg. The foundation offers consumers and clients the opportunity to consciously choose a sustainable company with maintenance and repairs. The independent position of the foundation guarantees that the companies are tested objectively and that the requirements are ambitious, without compromises, political interests or greenwashing. Representatives of the certified companies also become part of the Board of the foundation.

In addition, the Sustainable Foundation also supports the companies in sustainable busi-

ness operations with advice, tools and facilities. The Groen Gedaan label of the foundation stands for repair, restoration and maintenance of companies and ensures that all the processes are conducted in a responsible manner.

In the Netherlands, one of the mandatory requirements to work with Arval as a service partner for maintenance, repair, tires, body repair and glass is to be a member of GroenGedaan or Erkend Duurzaam. The reason is that with those

memberships, the sustainability performance and policies of those partners can be audited frequently and those organisations would be able to provide information regarding the sustainability performance of our service partners.

Bart Rijk

Head of Network, Arval Netherlands

Our partnership with GroenGedaan helps us in building a sustainable service network and brings us inspiration during our journey to provide the best, responsible and most sustainable mobility to our customers.

Collaborating with our stakeholders for a more **responsible supply chain**

Interview

What is the mission and strategy of Groen Gedaan?

The Sustainable Foundation manages the sustainability programme entitled Groen Gedaan. The mission of the foundation is to promote and contribute to the sustainability of companies in the automotive and property sectors. We would like to achieve this through collaboration

and a by being a reliable bridge between companies and their business partners. Our strategy is to develop and manage a standard that guarantees an acceptable level of sustainability across all the ESG aspects. Recently, the standard of Groen Gedaan became aligned with the European Sustainability Reporting Standards (ESRS).

If you were to name one major contribution of Groen Gedaan for companies, what would it be?

The primary goal of this programme is not to approve or reject companies based on current ESG criteria but to support them in realising their gaps. It is also significant for them to understand how becoming a more responsible, resource-efficient company is vital for their existence within this eco-

The mission of the foundation is to promote and contribute to the sustainability of companies in the automotive and property sectors.

system of fast-changing regulatory environment. I believe that this level of awareness is one of the most important added values.

What is your advice to companies for becoming more responsible?

As I mentioned before, the ecosystem of sustainability all around the world including the EU is changing and becoming more stringent. Collective action is

definitely needed. All the stakeholders should come together to work on better standards to be both environmentally and socially more responsible. Our advice is to continue the dialogue between rel-

evant stakeholders in a structured way to support each other in the transition to sustainability.

To learn more about Groen Gedaan
[Click here >](#)



Harry Filon

Director of Sustainable Foundation

The coin is **two-sided**

At Arval, we attach great importance to embedding sustainability into our onboarding and selection processes for suppliers.

However, the coin is two-sided. As we ask questions to our suppliers, we are also required to answer questionnaires from our clients and business partners regarding sustainability.

Therefore, it is crucial that we constantly improve our sustainability performance to remain eligible and preferred by our clients.



Karin Bouwers

Head of Tenders, Arval Netherlands

As the ecosystem for sustainability standards and regulations gets more strict, we increasingly receive questions related to sustainability from both an environmental and a social perspective in the tenders. This became more pertinent especially in tenders with public institutions and large corporations. However, this constitutes an opportunity as well to further advance towards our sustainability performance.

Striving for practices that contribute to a circular economy.

Within Arval Sustainability Ambition, one of our goals is to reduce the environmental impact of our operations. In order to achieve this goal, we also need to seek for solutions that contribute to and promote a circular economy.

That is why we strive to promote re-use of tires along with smart and alternative repairs.



Arie Boere

Head of Fleet Services, Arval Netherlands

What is the difference between smart and alternative repair?

The big difference is that these are two different concepts regarding maintenance and damage. When there is a maintenance with high costs, an alternative repair option is always investigated for high-value parts. For instance, replacing of an engine or gearbox. This is called an alternative repair. On the other hand, when it comes to smart repair, it is related to a damage repair without the replacement of the respective damaged part. Repairing damage using the technique of scooping out without painting can be given as an example.



Our numbers in 2023

8%

of tires
re-used

9%

smart
repairs

134

alternative
repairs



PILLAR 2
OUR PEOPLE

**DEVELOPING AND
ENGAGING OUR PEOPLE
RESPONSIBLY**



Rick van den Berg
HR Manager, Arval Netherlands

In order to achieve our sustainability ambition, we need to develop a culture that inspires positive impact. Without our people, we can never realise this ambition. That is why as Arval, we value and strive for a diverse and inclusive workplace. It is essential that every single voice is heard and valued. We aim to be a strong lever as well in the career management and learning journey of our employees.

PILLAR 2 OUR PEOPLE

DEVELOPING AND ENGAGING OUR PEOPLE RESPONSIBLY

ACTIONS

WOMEN IN ACTION –
PROGRAM FOR FUTURE
WOMEN LEADERS

DYNAMIC CAREER
MANAGEMENT

SDG



KPIS

% WOMEN IN LOCAL
EXECUTIVE COMMITTEES

% OF EMPLOYEES HAVING
RECEIVED FORMAL
FEEDBACK FROM THEIR
MANAGEMENT (ANNUAL
APPRAISAL, CAREER REVIEW,
CONTINUOUS FEEDBACK)

RESULTS 2023

27%

100%

Promoting Diversity, Equity and Inclusion in the workplace

One of the main goals in achieving our sustainability ambition is to develop a culture with positive impact that everybody feels. In order to be able to fulfil this goal, a diverse workplace where everybody feels included and treated with fairness and respect is crucial. As the subjects related to Di-

versity, Equity and Inclusion (DEI) are significant for Arval's strategy, a dedicated department has been established at the international level. Within this scope, a community has been established entitled 'DEI Pioneers' with the aim of fostering DEI initiatives at the local level.



ARVAL DIVERSITY, EQUITY & INCLUSION COMMITMENTS CHARTER



Arval Group has also published the DEI Charter, which identifies the five main focus areas:

1. Fostering gender equity
2. Promoting and including people with disabilities
3. Promoting multiculturalism
4. Promoting a culture of inclusivity regardless of gender diversity or sexual orientation
5. Fostering intergenerational relations

For detailed information regarding Arval DEI Charter,
please click here:



Our Numbers related to DEI in 2023

% of women in
total workforce:

34%

% of women in
management:

27%

% of women in local
Executive Committee:

27%

% of non-Dutch members
of the local Executive
Committee:

27%

Women in Action (WIA) Charter

As an international company, we believe that Diversity is the foundation for a great managerial and corporate culture. Arval is committed to offering equal opportunities irrespective of gender, by addressing the gender pay gap and encouraging women into more senior roles. Therefore, separate but aligned with the DEI charter, the Women in Action Charter is the result of collaborative work of the participants of the Women in Action Program and male colleagues. The seven principles of the charter are:

- 1. Culture:** Supporting and promoting diversity & inclusion at Arval, as an integral part of our code of conduct, in everything we do, internally and externally.
- 2. Transparency:** Supporting and promoting diversity & inclusion at Arval, as an integral part of our code of conduct, in everything we do, internally and externally.
- 3. Awareness:** Sharing information and making every employee at Arval aware of gender equality.
- 4. Representation:** Giving more share of voice to women at Arval. Our company is an egalitarian place for women and men in action.
- 5. Career:** Achieving a fair gender balance and support women in their career progression.
- 6. Learning & Skills Development:** Providing women with mentoring and coaching sessions, and giving them the opportunity to raise their self-confidence and develop their career.
- 7. Parenthood:** Implementing working habits that are more responsible.

For more information, please see the WIA Charter here: ➔

Driven by the strong conviction that the women of today will pave the way for those of tomorrow, in December 2020 Arval launched a new career programme: Women in Action. Named after the 'Arval, a place for people in action' employee value proposition, its purpose is to develop women's talents, with a wider objective of promoting a culture of gender diversity within Arval. One of the expected outcomes of Women in Action is to increase the number of women in senior leadership positions, providing them with the tools to develop their skills and competencies.

Creating role models within Arval thanks to the **Women In Action Program (WIA)**

Interview

Could you explain what Arval's Women in Action Program is about?

The Women in Action Program is a global programme that aims to shift the mind-set about gender balance and mentor and coach women at Arval in their career development. The community created within the organ-

isation helps colleagues to listen to the inspiring stories from different countries and become a role model for others. One of the expected outcomes of the programme is to increase the number of women in senior lead-

ership positions, providing them with the tools to develop their skills and competencies.

As a participant of this programme in 2023, how was your experience and what val-

ue did the programme bring to you?

First of all, as the programme offers a community within Arval at global level, it really expands your professional network. In doing so, it allows you to get to know colleagues from different departments and backgrounds and thus hear different stories to get inspired by. Furthermore, the coaching sessions conducted by the dedicated external organisation were of great value.

What would you recommend to further enhance the programme?

I believe that the programme participants could be a mentor for international female colleagues. As a result, the impact of this programme would go further to inspire and support more colleagues at the international level. In addition, the participants could have a more prominent role within their local organisation in this area.

One of the expected outcomes of the programme is to increase the number of women in senior leadership positions, providing them with the tools to develop their skills and competencies.



Eline Kaai

Global Operations Director, Arval Netherlands



Marianne Coert

Executive Program Manager, Arval Netherlands

International Networks for Diversity and Inclusion

Within the BNP Paribas ecosystem, there are numerous international or national networks dedicated to diversity and inclusion. In the Netherlands, these communities exist within mainly two networks.

Being a member of our international diversity network, Mixcity, I fully support a workplace environment where diversity, equity and inclusion are not just valued but are seen as cornerstones of our organisation's success. I believe that by embracing these principles, we can transform our workplace into a more vibrant, inclusive and dynamic environment that directly contributes to the growth of our organisation. Together with the Mixcity team we actively support this by raising awareness, hosting events with inspiring guests and engaging in open dialogues. My commitment to this topic also inspired the theme of my recent MBA paper, which focuses on implementing diversity, equity and inclusion strategies within the recruitment process. This effort is aimed at creating more diversity throughout our organisation because such strategies are crucial for fostering an inclusive culture that welcomes every individual's unique contributions.

I. BNPP Mixcity:
A dedicated community focusing on efforts to promote gender equality, diversity and inclusion at the workplace.

II. BNPP Pride:
A dedicated community that supports the BNP Paribas LGBT+ community and its allies in the workplace.



Being a good place to work with **responsible employment management**

Interview

From your point of view as the HR Manager, what makes Arval a good employer?

At Arval, we strongly value the sense of belonging, so it is important for us that every employee feels welcomed and appreciated in their working environment. The willingness of our colleagues to support

each other and provide a feeling of belonging is one of the important elements in making us a good employer. In realising our goals, it is essential that we keep everyone motivated and enable an inclusive culture.

In 2023, one of the main highlights of the year was the acquisition of Terberg Business Lease Group, which means an integration of a different corporate culture into one structure. How was the harmonisation

of people throughout this transition?

First of all, it was a big adventure for both Arval and TBLG. Apart from all the official paperwork and procedures, people had to move out of their comfort zones and start adapting to a new environment with new people and a new culture with new norms and values. Change is never easy. It takes time and can be a bit scary sometimes.

However, thanks to the efforts of every colleague, we successfully managed to finalise the procedure. This process was a learning journey for all of us. Making mistakes, learning from them and, most importantly, learning from each other were essential elements of this journey. A lot has changed in a short time, but I believe that as a bigger and renewed Arval, we will be stronger together and aim for the same goals for the future.

Change is never easy. It takes time and can be scary sometimes.

What are some next steps within Arval Netherlands to create a robust employee experience along with a diverse and inclusive work environment?

Diversity, Equity and Inclusion (DEI) is an instrumental part of our sustainability strategy and an indispensable part of our People pillar. As it is a crucial topic, we would like to create a structure and in-

crease the visibility of this subject. Awareness and action is required. That's why we will have more visible activities in 2024, supported by our DEI working group.



Rick van den Berg
HR Manager, Arval Netherlands



Luka Konstantopoulos
Head of Digital Marketing, Arval Netherlands

How was your experience as an employee during the merger of two companies?

It is never easy to merge two different corporate cultures, I know from previous experience. Thanks to the hard work of all people involved and the warm welcome of Arval for TBLG employees, I soon felt part of the Arval family. Having worked on the common cultural values in 2023, our aim is now clear: it is to pursue the same goals collectively as one team.

First impression is crucial for having a good employer image...

It is significant to have an informative start for any employee to get to know the corporate culture and the work processes.

That is why the Arval Start programme is organised on a regular basis to create a warm and comprehensive welcome for new colleagues. It is also important to note that a sustainability presentation is con-

ducted at each Arval Start session in order to inform our new colleagues about our efforts towards sustainability.



Nina Schouten
HR Officer, Arval Netherlands

Arval Start aims to welcome every new colleague in our company and introduce them to what Arval is about and what different functions at Arval do. In addition, as sustainability is a crucial aspect of Arval's strategy, we embed it into Arval Start as well to describe the sustainability ambition of the company. Activities are also undertaken at the international and local level to make Arval a more responsible employer. As HR Officer who received an Arval Start in 2023, I am now happy to organise it for other colleagues to ensure their smooth transition to our company.

Being a learning company supporting dynamic career management

Arval Talent Program

People and Talent management is vital to boost our transformation and to promote a culture of inclusion and innovation. Constant development of our employees is instrumental for our company. Therefore, a global programme entitled Arval Talent Care Program was launched in 2018. This initiative aims to develop a pool of

talents to provide value-adding support to the global business of Arval. In doing so, Arval conducts creative and innovation-focused workshops to encourage and strengthen leadership and innovative skills of employees from all the countries Arval is active in.



Bram Ouendag
Mobility Business Manager, Arval Netherlands

Arval Talent Program was all about development, networking and also having fun. It did not only provide the chance for personal development but also enabled the opportunity to work collectively with a team on a challenging but educational task to develop a new strategy or product for Arval. Feeling the support from Arval Senior Management was valuable, and being at the Arval Headquarters in Paris, expanding my network with colleagues from various countries, was also spectacular. In short: What an Experience!

Leaders for Tomorrow Program

In partnership with the Diversity & Inclusion team, Leadership Talents develop leadership skills, integrating all aspects of diversity and inclusion to build engaged teams and allies across the Group while making an impact on inclusive culture.



Kelvin van Heek
Operational Efficiency Specialist, Arval Netherlands

The Leaders for Tomorrow Program is a great initiative that inspires its participants with lots of interactive sessions and networking opportunities. In addition, the training we received was dedicated to mastering our minds for transforming challenges into opportunities and promoting resilience and change. A very inspirational way of gaining leadership skills!

Understanding the Uncounscious Bias

In 2023, a training session was conducted by our Learning and Development Specialist for our employees to help them understand the concept of unconscious bias at the workplace.

15% of our employees received the training in 2023.



Priscilla Portier

Learning & Development Specialist, Arval Netherlands

It was inspiring to see how people slowly became more conscious about their unconscious bias and how it affects them on a daily basis, both at and outside of work. People were willing and motivated to adjust their behaviour to make sure that their unconscious bias has less influence on how they act towards others. They also showed their sensitive side when realising in hindsight that they did have a (negative) bias towards other people. However, they also realised that bias helps us navigate the world and this can sometimes also mean you have a positive bias towards someone. The most important thing is that we are aware and conscious of our biases.

PILLAR 3 THE COMMUNITY

BEING A POSITIVE AGENT FOR CHANGE



Roxane Ottink

Retail Director (Partners), Arval Netherlands

For Arval Netherlands, sustainability is not only about providing sustainable mobility solutions, but also about giving back to and caring about the community we live in. Every single effort counts and gets stronger when we put our collective endeavour in generating positive impact.

PILLAR 3 OUR COMMUNITY

BEING A POSITIVE AGENT FOR CHANGE

ACTIONS

SOLIDARITY PROJECTS

SOLIDARITY HOURS PERFORMED
BY EMPLOYEES

SDG



KPIS

DONATIONS OR EQUIVALENT IN
EUROS

NUMBER OF PAID SOLIDARITY
HOURS PERFORMED BY
MEMPLOYEES

RESULTS 2023

25,000 MONETARY DONATION
IN EUROS

172.5 HOURS

Influencing and acting for driver safety

Ensuring safe driving is one of the crucial pillars of the Arval Beyond strategy, hence it is critical to empower our clients in safe driving by providing the right insights. The aim of Arval Connect, the comprehensive telematics solution, is to allow clients to monitor and analyse

real-time data on their fleet and be able to identify risky behaviour and provide personalised advice for safer driving. In 2023, there were 2,348 new subscriptions for Arval Connect.

For more information about Arval Connect:



Danny Zegers

Product Owner, Arval Netherlands

We know that real-time vehicle data is the most reliable way to analyse driver behaviour. Analysing this data allows us to provide the most accurate advice on how to avoid risky driving habits and promote road safety. All of this can be accomplished thanks to Arval Connect.

Safety begins with education

Safety begins with education and awareness on safety, and this awareness need to start internally. That is why Arval Connect Academy was launched in 2023 with the goal of educating our employees on the benefits of having a connected fleet and to support our clients in meeting their goals.

Learning sessions were conducted throughout the year, going beyond the sales teams, to create companywide awareness. It is crucial to make them understand the potential value of using Arval Connect vehicle data towards better serving our clients and therefore improving our overall fleet and driver safety.

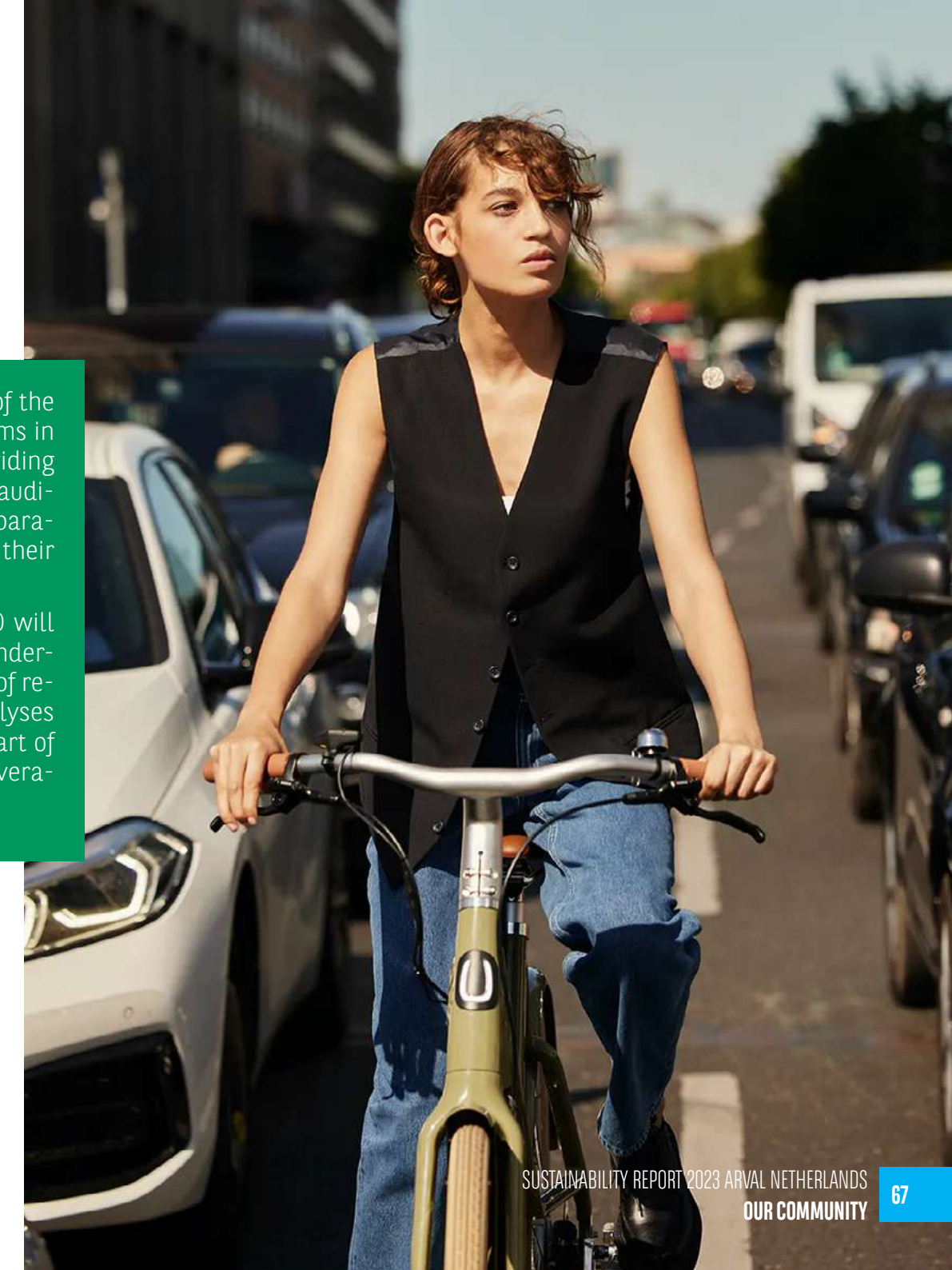
4 Arval Connect training sessions were conducted, educating 50 employees on both internal and external product implementation depending on the business function.



Supporting R&D for the future of sustainable mobility

Arval Mobility Observatory (AMO) is widely recognised as one of the prominent research and industry information exchange platforms in the fleet and mobility sector. It is aimed at collecting and providing objective and accurate information to share with all kinds of audiences, helping them to understand better the new mobility paradigm we're moving towards, and supporting them in finding their way in the jungle of mobility solutions available.

In an era where data is becoming an essential asset, the AMO will look at what the collection and use of data can bring to the understanding of mobility ecosystems, as well as to the optimisation of resources and performance improvement. AMO observes and analyses mobility trends at both the local and the international level. Part of this analysis is then distributed via one of the AMO's main deliverables, the annual AMO Fleet Barometer.



Sharing the latest updates in mobility

Interview

What are the main characteristics of the fleets in the Netherlands?

When we ask companies of different sizes about their anticipation of their fleet size, the majority of them (9/10) states that they expect their fleet to be stable or to increase in the next three years.

Especially small companies with less than 10 employees are more optimistic about their fleet size. According to the latest Barometer results, the main driver of fleet growth expectations is

business development perspective of the companies. In addition, with respect to the challenges perceived by the fleet managers, implementation of alternative fuel technologies to adapt to restrictive policies against petrol and diesel vehicles is flagged as one of the biggest challenges. This picture is quite the same within the European market.

What changes are to be expected in the near future regarding the energy mix?

With almost 8 out of 10 companies already having adopted at least one alternative fuel technology for passenger cars, the Netherlands is among the most ad-

vanced countries in Europe, well above the European average (59%). When adding the companies that consider the adoption of these kind of technologies in the next few years, the potential reaches 88% of companies. Overall, PHEV is the technology adopted the most for passenger cars (44%), ahead of HEV (37%) and BEV (35%). PHEV is also the only technology with an increasing growth potential. Six out of ten company are using it or intend to do so in the next three years. This picture is quite the same regardless of company size.

Mobility solutions are implemented more in Dutch companies than in the rest of Europe.

Regarding the main reasons of such adoption of alternative fuel technologies, economic reasons such as reducing fuel expenses and environmental reasons such as lowering the environmental impact emerge as the primary reasons for the passenger cars, which is in line with the trend in Europe. When it comes to LCVs, another reason emphasised by the fleet managers is the total cost of ownership (TCO) of the vehicle. Unlike other European countries, regarding the LCVs, Dutch companies are still among the most advanced ones. Furthermore, hydrogen fuel cell vehicles

are also an emerging trend with some growth potential. In fact, 10% of Dutch companies have already implemented them or intend to implement them. With respect to barriers to change, the high purchase price of BEVs remains the strongest barrier.

What are the perspectives in the Netherlands regarding mobility solutions?

Mobility solutions are implemented more in Dutch companies than in the rest of Europe. The majority of the companies (9/10) have already implemented at least one solution (vs 79% in Europe on average). The mobility solutions are generally regarded as add-ons

to the vehicle fleets by most companies. Among the mobility solutions, short and mid-term rental leads the way with 30%, followed by public transport (25%), bike sharing/ leasing (24%) and mobility budget (23%). The appetite for the implementation of mobility solutions is mainly due to compliance to sustainability policies, HR-related needs and to improve the brand image of the company. This trend is in line with the overall European market.

In addition, the interest in offering a mobility budget to employees is moderate (1 out of 3 companies declare an interest for this solution) and is mainly driven by supporting the employees in their wish for more options

and flexibility in relation to mobility. When it comes to conducting specific strategy on mobility related CO2 footprint, some decrease is observed compared to last year, mainly driven by small companies. Lastly, the CO2 registration requirement applies to 5 companies out of 10. Most of them (67%) do not know how the required data will be collected. Therefore, mobility solutions to bridge this gap will likely be influential in the market.



Arjos Bot

Head of Consulting, Arval Netherlands

For more details related to AMO Fleet Barometer results: ➔

Conducting webinars to inform our stakeholders

To give an example of free webinars provided by Arval Netherlands: our Head of Consulting and Mobility Director conducted a webinar that explains the upcoming CO2 registration scheme for companies with more than 100 employees and presents what organisations are supposed to do to get ready for the new regulation.

 [Click here for video](#)



DÉ MOBILITEITS PROFESSIONALS



De Mobiliteit Professionals

The Spotify Podcast channel of Arval Netherlands aims to increase awareness about diverse topics surrounding sustainable mobility. In 2023, 13 new episodes were added to our Spotify account.

 [Check out our latest episode!](#)

Supporting corporate philanthropy actions related to our core business



Our philanthropy policy is ingrained in our sustainability strategy. Its purpose consists of defining and establishing governing principles for philanthropic activities at Arval and for its employees.

In line with our Philanthropy Policy, we want our energies to serve causes related to our vision. We encourage initiatives that are aligned with our four main philanthropy themes:

ACCELERATING:

the energy transition and fostering the preservation of biodiversity

PROMOTING:

the social inclusion of younger generations

IMPROVING:

local communities close to our facilities

SUPPORTING:

social entrepreneurship initiative

Arval Philanthropy Policy has three main dimensions:

Financial donations
(corporate fundraising, financial donations, etc.)**1**

Items
(donation or free lending of vehicles, equipment, etc.)**2**

Time
volunteering hours – **1MillionHours2Help****3**



Matthijs Wouters
Commercial Director, Arval Netherlands

As Arval, we have quite a history with Vereniging Natuurmonumenten (NM). We share the same values in contributing to society and the environment by behaving responsibly. In the context of our corporate philanthropy policy, we have supported various activities of NM since 2007. In 2023 for instance, we donated to a project that aimed at switching one of their boats, used for educational tours at one of their nature reserves, for an electric one. In addition, Arval donates €10 per completed customer survey to contribute to nature conservation in the Netherlands.



It is crucial for us to be an agent of impact within our local community. That is why we initiated several activities within the City of Houten.

Thanks to our Meet&Match activity, our employees were able to support the transportation needs of various people with disabilities and accompany them on the journey.



We opened up our auditorium and meeting rooms for use by the municipality of Houten and several local associations to support their venue needs in order to facilitate their work.



We have opened up our car park and charging stations for the electric golf cars of Verhourten Houten in order for them to provide seamless service to elderly people within the local community for their transportation needs.



Contributing to the global solidarity programme of BNP Paribas:
1MillionHours2Help 1MH2H



Caroline Still
Head of Communication and Operational Marketing, Arval Netherlands

1MH2H is an important part of our sustainability strategy and the corporate philanthropy policy, which is dedicated to encouraging employees to perform solidarity hours to support environmental and/or social initiatives. At Arval Group, the objective is to reach 50,000 solidarity hours performed by employees in all Arval Countries during their working hours by 2025. As Arval Netherlands, we are well aware that sustainability is also about giving back and contributing to society. In 2023, together with the efforts of our colleagues, we have fulfilled 172.5 solidarity hours.

Here are some of the examples of activities we conducted with employees from different **BNP Paribas entities, including Arval, in 2023:**



A group of volunteers from BNP Paribas Netherlands, including Arval, went to Zeevolde in Flevoland to help forest rangers to make the area more attractive and suitable for wild bees. As part of the project, our colleagues invested their time to create areas where bees can safely build their nests.

As you may know, bees are crucial to maintaining a biodiverse landscape, and bee populations are declining worldwide. Time to make a change!



We went fishing for plastic in the canals of Amsterdam. A fun volunteering activity that both promotes the preservation of the canals and enhances team spirit!



Het Vergeten Kind is a foundation that is dedicated to children in the Netherlands who live in difficult family situations. Sometimes the situation is so serious that they no longer live with their parents.

The goal of the foundation is to make them feel heard and seen and provide a safe and stable place to develop positively. On 27 September 2023, a group of volunteers helped pack gift boxes for the foundation to put a smile on the faces of all the children who receive these boxes.



Our colleagues went to a natural park with elderly people to spend some quality time with them, accompanying them through the park and helping them avoid the feeling of loneliness.



Our Head of Procurement volunteered for the Career Coach Project of JINC, coaching children between 13-15 years old to help them make a decision in their next steps in life. Not all children grow up in an environment where there is support or knowledge to help them with this decision. JINC aims to diminish the inequality in opportunities for these children.

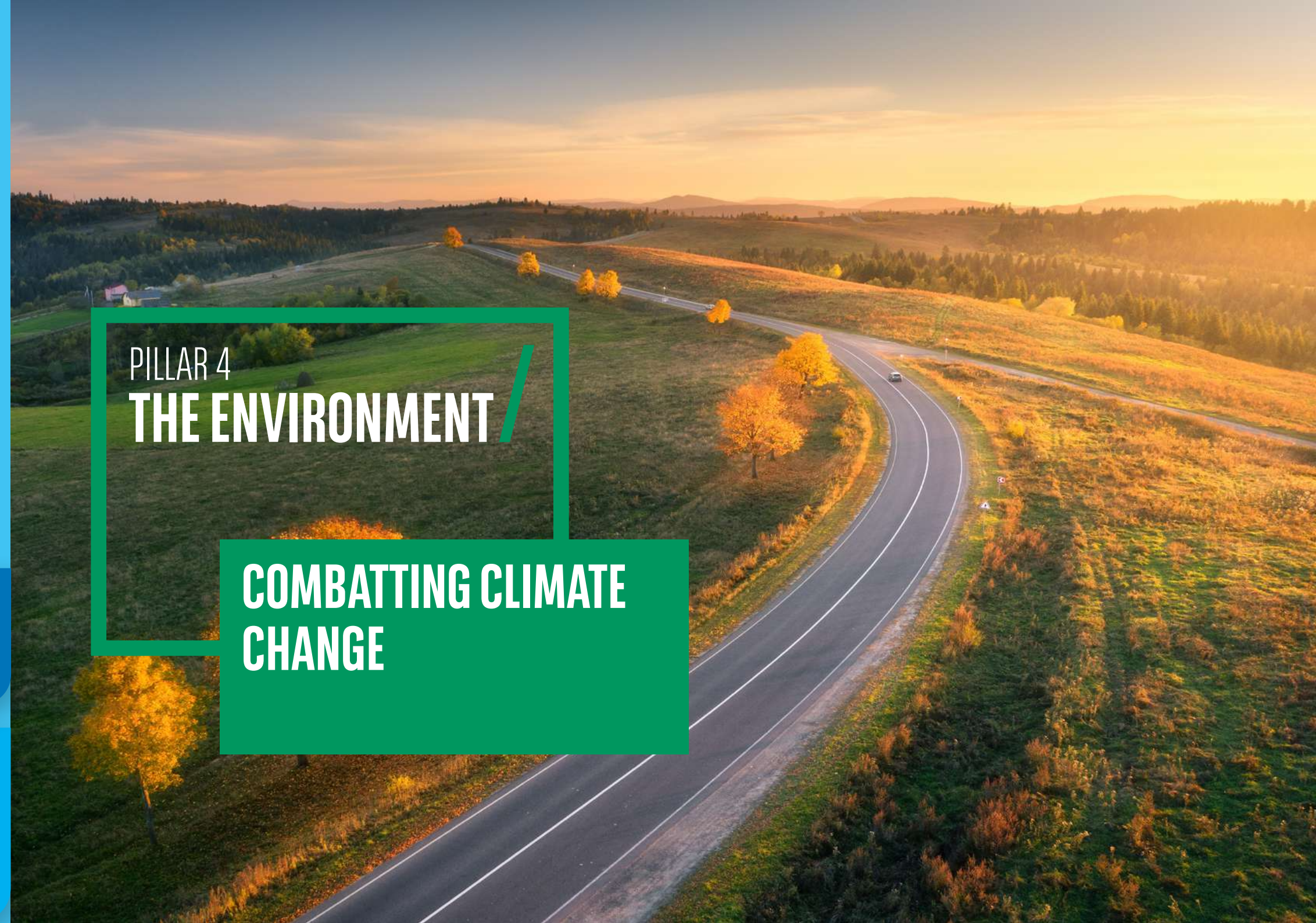


Maureen Brunst
Head of Procurement, Arval Netherlands

It was very inspiring to learn what a 15-year-old kid thinks and how she experiences the world from her perspective.

PILLAR 4 THE ENVIRONMENT

COMBATting CLIMATE CHANGE





Jean-Marie de Jerphanion
Business Transformation Director, Arval Netherlands

As Arval Netherlands, our objective is always to better serve our clients, and they often ask us to support them in their transition towards sustainable mobility. This cannot be achieved without first reducing the ecological footprint from our own operations. By raising awareness for all our stakeholders including our employees, we are convinced that our efforts will allow us to reach our sustainability ambition.

PILLAR 4
THE ENVIRONMENT
BEING A POSITIVE AGENT FOR CHANGE

ACTIONS	SDG
'ELECTRIFIED'* VEHICLES SHARE IN OUR TOTAL LEASED FLEET	<div><div>7 AFFORDABLE AND CLEAN ENERGY</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>13 CLIMATE ACTION</div></div>
REDUCING CO2 EMISSIONS OF OUR LEASED FLEET	
KPIS	RESULTS 2023
NUMBER OF BATTERY ELECTRIC VEHICLES IN THE TOTAL LEASED FLEET	25,036
NUMBER OF 'ELECTRIFIED' VEHICLES IN TOTAL LEASED FLEET	37,361
% OF BATTERY ELECTRIC VEHICLES IN TOTAL LEASED FLEET	24%
% OF AVERAGE CO2 REDUCTION PER VEHICLE PER KM VS JANUARY 2020	32%**

*Battery electric vehicles (BEVs), hybrid vehicles (plug-in and full hybrid).
**Average CO2 emissions are calculated as a weighted average of the Arval entities' fleet (Passenger cars and LCVs). In a context of regulation change (NEDC, WLTP), the CO2 emissions will be adjusted to the WLTP, making use of the results of a NEDC-WLTP correlation internal study, to ensure comparable stringency.

Partnering with our customers in the transition to **low-carbon mobility**

Consulting our clients in their transition to more sustainable mobility...

Arval Consulting is an international network of expert con-

sultants that are dedicated to support our clients on the subjects of mobility and sustainability. The working principles of Arval Consulting consist of four main steps:

- 1 Identifying the needs of the clients.
- 2 Mapping out the status quo and analysing the pros and cons along with the limitations.
- 3 Developing and validating the proposal and generating an implementation plan.
- 4 Delivering the plan and ensuring a smooth handover.



Sajid Ahmad
Consultant, Arval Netherlands

Arval consulting is no longer only about giving advice to our clients on their new car policy or even mobility policy; rather it is about giving expert advice with mobility as a solution. A solution that will help them meet their environmental, employee and financial objectives.

How Arval supported **Jacobs Douwe Egberts (JDE)** in their journey with their sustainability objectives

▶ For the details on the project,
don't miss out on the video here:



Remco Koopman
Business Manager, Arval Netherlands

Arval is one of JDE's mobility providers, and our goal within Arval is to provide a sustainable mobility solution for every JDE employee. We started an intensive project group together with JDE last year with the purpose of turning their commercial vehicles into electric vehicles.

Having had the merge with TBLG in 2023, we welcomed JustLease, which is **a leading platform in private leasing** in the Netherlands.

Not only are the corporate fleets and clients crucial for achieving our sustainability goals; it is also important to have an impact on individuals leasing their cars from JustLease, which is the private lease channel of Arval Netherlands. Having merged with

TBLG in 2023, we are thrilled to have JustLease within our ecosystem as a leading platform and marketplace for private leasing in the Netherlands. We offer consumers a flexible and carefree way to drive new or second-hand cars.



Tom Dwars
Retail Director, Arval Netherlands

It is crucial for us to inform our private lease customer in the financial benefits of driving an electric car. Therefore, we leverage our digital channels of communication to emphasize the subsidies provided by the government. This effort aims to emphasize the benefits while promoting the adoption of electric driving. In 2023, roughly 25% of our private lease fleet were electrified vehicles, with 16% being full electric and 9% being hybrid.

Ensuring transparency and reliability for our buyers by checking every battery before selling the electric vehicle

In the second-hand market of electric vehicles, the quality of the battery health is significant to assess the value and create transparency on quality. Therefore Arval at global level concluded partnerships on international level with battery health certificate providers like Aviloo Battery Diagnostics and French start-up Moba. This initiative also contributes to the positive attitude towards electric driving. In the Netherlands, Moba is our partner in checking battery health, and 755 battery checks were conducted in 2023.

[Click for details](#)



Christophe Thones
Remarketing Country Steering Manager, Arval

Our work with Moba has proven to be a significant asset to our business, cementing our position as a major player in long-term vehicle leasing and mobility solutions. By working with Moba and end-of-lease inspection companies, we have been able to proactively meet the needs of our dealers and individual buyers. This contributes to the promotion of electric vehicles in an immature second-hand market, to teaching our dealers about BEVs (battery electric vehicles), and to the guarantee of total transparency towards our buyers. This includes the certainty of better battery life, in line with the specific challenges of the sector.

PILLAR 4 THE ENVIRONMENT

REDUCING THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS

ACTIONS	KPIS	RESULTS 2023	SDG
SHARE OF FULL-ELECTRIC CARS (BEVS) IN OWN FEET FOR ARVAL EMPLOYEES	% OF FULL-ELECTRIC VEHICLES IN OWN FLEET FOR ARVAL EMPLOYEES	79%	
REDUCING OUR OWN OPERATIONAL FOOTPRINT	GHG TONS OF CO2 EQUIVALENT/ FTE	1.56 ⁹ T CO ₂ eq/FTE	
REDUCING PAPER CONSUMPTION PER EMPLOYEE (KG/EMPLOYEE)	PAPER CONSUMED KG/EMPLOYEE	2.17KG/FTE ¹⁰	

⁹ Yearly tons of CO2-equivalent emissions from Arval's own operations (i.e. buildings, business travel and commuting)
¹⁰ Calculated based on the estimation that an A4 paper is around 5 grams per sheet and a 435-page/FTE consumption in 2023.

ISO 14001



Robin Broekhuijzen

Head of Customer Advocacy, Operational Risk and Data Protection, Arval Netherlands

ISO 14001 is an internationally recognised standard for environmental management systems. It provides a framework for organisations to protect the environment and respond to changing environmental conditions. The certification aims to reduce the environmental impact of organisations and better manage and steer around environmental sustainability. As Arval Netherlands, we have been obtaining ISO14001 certification since 2009, and we believe that it is an important milestone in reducing our ecological footprint and striving to achieve our sustainability ambition.

Operational Scope of Arval Netherlands GHG emissions

Greenhouse Gas Accounting is a way for businesses to measure and report their emissions of greenhouse gases that cause

global warming and climate change. The Scopes 1, 2 and 3 are the basis for greenhouse gas reporting.

Scope 1
0.02 teqCO₂

Direct emissions from owned or controlled sources: direct GHG emissions that are released by Arval through the use of energy that is not electricity, which in our case stands for natural gas consumption and heating oil (for heating systems), and fuel (for emergency power units).

In Arval Netherlands it is only applicable to fuel used for emergency power unit.

Scope 2
0.00 teqCO₂

Indirect emissions from the generation of purchased energy: covers all types of electricity Arval buys, and all the electricity spent in district heating and cooling systems.

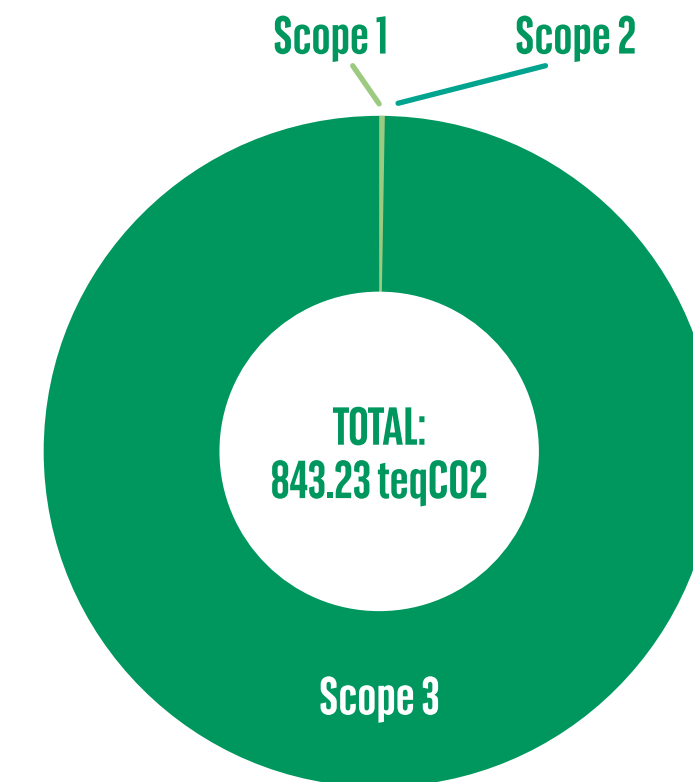
For Arval Netherlands, as the landlord of our premises in Houten procures the electricity from wind energy and the building has solar panels, the building operates gas-free.

Scope 3
843.21 teqCO₂

Indirect emissions associated with business travel of our employees: at this stage calculated for business trips made by plane, rail and car.

Commuting of our employees is also counted within this scope.

CO₂ EMISSIONS BY SCOPE IN 2023



At our office in Houten, we use renewable energy such as solar and wind energy for our electricity needs.



Stefan Peelen
Facility Manager, Arval Netherlands

One of the environmental pillars of the Arval Beyond Strategy is to reduce our operational footprint. As our premises are equipped with 575 solar panels and the electricity consumed is sourced from renewable sources such as wind, we are contributing to our sustainability strategy.

In 2023, our new remarketing facility was opened.



Rene de Jong
Remarketing Director, Arval Netherlands

Our remarketing building in Nijkerk is heated by two heat pumps and supported by solar panels that provide for the building's electricity needs. In addition, 14 charging points for electric vehicles were placed. The building uses underfloor heating for an efficient and comfortable indoor climate, and the water used for washing the cars is re-used in the process. I believe that our remarketing facility is a prominent reflection of our sustainability goals.

Advance awareness and sharing of best environmental practices

Every employee needs to be part of our sustainability journey

That is why we ensure that our ambition is backed up by a comprehensive training programme. Via our online training platform, we deployed a training entitled 'CSR&ESG Awareness' for all of our employees to spread the word about what sustainability is and what we aim to do about it. As part of our new-employee journey, every new employee is assigned this training as well.

1EV=1 Tree

Arval launched its first international biodiversity project in 2021 with eight countries, including Arval Netherlands, and expanded it to the remaining countries in 2022. The idea is simple. One tree is planted or regenerated¹¹ for each electrified (electric and hybrid) vehicle leased by Arval. Local projects have been identified in 19 countries, while the remaining countries contribute to a global project in Peru. The objective is to promote local biodiversity while engaging Arval employees and customers.

With this program the goal is to finance more than **700,000** planted or regenerated trees by the end of 2025, in line with our Arval Beyond strategy. In 2023, Arval Netherlands financed **10,862 trees** as a contribution to our international biodiversity project.



¹¹ Reforest'Action regenerates trees with Assisted Natural Regeneration which is a natural method that helps preserve and strengthen existing forests through management that combines the trees' natural reproduction cycle with silviculture work.



Striving to reduce our CO2 emissions from business mobility...

Anders Reizen is a network consisting of Dutch companies that work together to make their business mobility more responsible.

The member companies of this coalition collectively commit to reducing the carbon footprint on business mobility, including commuting and business travel, per FTE by 50% in 2030 relative to 2016.

In 2018, BNP Paribas Netherlands, with all business entities including Arval, became a member of this coalition and signed the Dutch Business Sustainable Mobility Pledge and has been striving to conduct its activities accordingly.

[To learn more about the Anders Reizen Coalition](#)



Climate Fresk – Fostering an in-house sustainability culture

To drive a business more responsibly, building on a robust sustainability culture is preferable. Understanding the depth of the global climate issue is absolutely vital to take action and build solutions.

Climate Fresk is one of the most powerful tools for providing quality and accessible climate education, making this knowledge rapidly scalable within an organisation or community. Last year, Climate Fresk was launched at a Corporate level along with some Arval Countries for the first time.

In 2024, along with BNP Paribas Netherlands, Climate Fresk will be launched in the Netherlands too, with participation of all entities including Arval Netherlands. The training will be given to a number of employees along with the training of trainers (ToT) so that each trainer can spread the training internally at their organisation.

[To learn more about the Climate Fresk:](#)



A multi-year partnership with Naturalis Biodiversity Center in Netherlands.

At the end of 2023, BNP Paribas Netherlands launched a multi-year partnership with the Naturalis Biodiversity Center. This event constituted a new milestone in the sustainability journey of BNP Paribas, with the goal of accelerating the protection and restoration of biodiversity, which is at the heart of this partnership.

The partnership brings together the expertise of Naturalis Biodiversity Center, which is one of the world's leading biodiversity knowledge institutions, and BNP Paribas's commitment to help protect biodiversity through the implementation of specific policies, participation in coalitions and financing actions.

As Arval, being part of BNP Paribas, we are very happy and proud to be part of this partnership and look forward to seeing how this partnership will bring added value and knowledge to Arval in identifying its impact on nature and biodiversity.

[To learn more about the Naturalis Biodiversity Center:](#)



A photograph of a modern, multi-story office building with a distinctive red facade and a cantilevered upper section. The building is set against a clear blue sky. The ARVAL logo is visible on the upper part of the red facade. A curved glass structure is visible at the base of the building.

Each of us can make the difference.
Together we can make it happen!



ARVAL
BNP PARIBAS GROUP

For the many journeys in life