

A person wearing a white shirt with a black and green pattern is plugging a charging cable into the charging port of a red electric car. The car is parked outdoors, and the background shows trees.

# ARVAL: YOUR RESPONSIBLE PARTNER TOWARDS SUSTAINABLE MOBILITY

Arval UK Sustainability Report 2023



**ARVAL**  
BNP PARIBAS GROUP

For the many journeys in life

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## WHY THIS DOCUMENT?

As we are taking another step towards the finish line of our 2020 – 2025 sustainability strategic plan, **we are more than ever determined to reach our goals** and set ourselves new challenges.

This 2023 sustainability report provides an in-depth overview of Arval UK's performance and actions, driven by our ambition to make an impact through our business. From embedding sustainability governance in business to mobilising our teams, **Arval reaffirms its belief in sustainable mobility.**

**Determined in the continued realisation of this belief for our employees, customers and society as a whole**, we continue to work on innovative solutions while seamlessly advancing our practices alongside striving to overcome the **upcoming challenges** we face.

## BEHIND THE SCENES

*This report is produced by Arval UK's Sustainability team, with the support of our colleagues and teams across our business. Their valuable contribution is instrumental in enabling us to demonstrate our progress through the sharing of actions and achievements during the course of the year.*



# INTRODUCTION



**Lakshmi Moorthy**  
Managing Director  
of Arval UK

## EACH YEAR BRINGS PLENTY OF OPPORTUNITIES AND CHALLENGES TO BUSINESSES, ...

... and 2023 has certainly been no exception for Arval UK. Alongside delivering on our business results and serving our customers, we have spent time during the year ensuring that **environmental, social and governance** (ESG) considerations play an increasingly important role in our decisions and our processes. From our new, and existing, sustainable mobility solutions for businesses and individuals, to our people, our external partners and the way we engage with our community, we remain focused on delivering the right impact in a way that supports all of our stakeholders.

A key aspect of our objectives is supporting **fleet decarbonisation** within our global Arval Beyond strategy. It details Arval's global aim to have 350,000 Battery Electric Vehicles (BEVs) in our leased fleet within 700,000 electrified vehicles<sup>(1)</sup> by the end of 2025<sup>(2)</sup>. And thanks to the UK's supportive company car tax framework and increasing clean air zone requirements, we're supporting this ambition with over 44,000 BEVs already in our Arval UK fleet, and we aim to increase this to over 55,000 by the end of 2025. Our goal is to make the switch as convenient and easy as possible for our customers, alongside delivering trusted consultative and flexible alternative solutions and services.

**Innovation** is helping us drive the transition to lower emission travel, with additional products boosting the options available to our customers, such as e-cargo bikes for last mile delivery, and car sharing apps. We have also been providing access to used BEVs through the Arval Re-Lease product. Leasing a used BEV is growing in popularity and providing access to BEVs at a more affordable price point for small businesses and individuals is helping to extend access for lower carbon mobility to a wider audience.

There is also a very human element to our activity, and we work closely with our customers to help them and their employees **make the transition** to lower carbon mobility with confidence. We also support them when it comes to driver safety, with in-depth training and advice through Arval Accident Management and Arval Total Care; a product which bundles all significant vehicle costs including an insured leased vehicle, maintenance and accident management into a single monthly payment.

Our sustainability agenda is an important part of our **company culture** too, and we make sure our employees are engaged and informed throughout. Our approach covers many initiatives, including those designed to support the health and wellbeing of our employees. We know that to grow in a sustainable way, we must do so with a diverse and inclusive workforce, and we remain committed to ensuring that we have an inclusive and equitable working environment, where everyone's needs are respected.

Our employees also continue to deliver meaningful impact **within our communities**, by volunteering to support a wide range of charities and local community groups, many of which feed into our continued support for 15 of the 17 United Nations' Sustainable Development Goals.

Actions supporting transition agendas toward sustainable mobility, reducing operational carbon, governance, our people focus and fleet safety approach have played a big part in our plans during the year, and we are confident we have helped support impactful change, across many aspects of our customers and our own business objectives. But we know we still have a long way to go, and remain focused on developing further to meet the challenges and needs of our internal and external stakeholders.



**Zoe Maitland**  
Head of Sustainability  
of Arval UK

Embedding sustainability across the whole business remained a key priority in 2023. It is an approach which guides us as we design new products and services for our customers, and work to raise awareness about sustainability among our teams and the wider industry.

Working with diverse stakeholders, last year we continued to share business trends and explore new challenges, with a particular focus on low carbon mobility, much of it driven by research and insights from the Fleet and Mobility Barometer published by the Arval Mobility Observatory. Helping to raise awareness about road risk management and driver safety was another theme throughout the year and many of these collaborative efforts are featured within this report.

A people-focused culture continued to be a key feature of working at Arval UK, with driven and passionate colleagues supporting the company's development and enabling us to deliver on our plans. Involvement comes in many forms, supported through good levels of engagement from our employee led working groups across our four sustainability pillars.

It also means taking the time to get involved with good causes, and across the year there was a 27% increase in community volunteering, with employees giving up 2,200 hours of their time supporting causes such as environmental improvements and young peoples development. This is a real testament to the commitment of our people, and their desire to bring meaningful and sustainable benefits to the communities in which we live and work.

Good internal communications, and keeping colleagues informed about what is going on and how they can get involved, is something we pride ourselves on. Alongside

awareness raising events and regular updates on business development, our communications include personal testimonies, which we know resonate strongly with colleagues, as they bring a new clarity to issues touching on wellbeing, diversity, equity and inclusion.

Our communications strategy in 2023 received external recognition with an Excellence in Sustainability award at the Simply Communicate Awards.

The efficacy of this strategy is also reflected in a recent survey which showed that 94% of our employees believe we are an environmentally responsible company, something that has made us proud but not complacent. While we continue to make progress towards our sustainability goals, we know there is still much to do both in addressing carbon within our own operations and continuing to support our customers with their own decarbonisation goals.



**Karen Brunot**  
Chief Sustainability Officer  
of Arval Group - Head Office  
Paris

The spotlight on the role that businesses can play in helping to address climate change has never been more intense. As a global company involved in transport and mobility, we are in pole position to raise awareness about the issue and provide the sustainable solutions that our customers – and society as a whole – now demand.

We work with customers, suppliers and partners to support our global commitment to initiatives such as the United Nations Sustainable Development Goals, and to help the communities where we work to thrive. Arval UK is an integral part of this and we enjoy close collaboration and sharing learnings as part of Arval's progress towards its global sustainability goals.

[Click here](#) to discover the Corporate Report.

<sup>(1)</sup>Battery electric vehicles (BEV), Hybrid (plug in and full hybrid); <sup>(2)</sup> 2025 assumes similar or better supporting measures from the relevant governments on battery electric vehicles, as well as charging infrastructure & supporting services being further upgraded.

# BUSINESS CONTEXT

The demand for new sustainable forms of mobility, and an understanding of the crucial role they can play in helping to meet global goals on climate change, continues to grow, with companies set to play a pivotal role in these changes.

In the UK, the Government has set a target for the country to be Net Zero by 2050, and our industry is already helping to support this.

At the same time regulations, both national and international, are becoming more stringent, compelling companies to report transparently on progress towards reducing their own carbon footprint.

## A CHANGING REGULATORY LANDSCAPE

As part of the French banking group BNP Paribas, Arval UK will comply with several European regulations.

The most substantial is the new **Corporate Sustainability Reporting Directive (CSRD)**, a regulatory disclosure framework that defines a set of specific reporting standards (the ESRS). It requires companies to report on how sustainability issues, such as climate change, impact their business, and in turn how their operations affect people and the planet.

Another important new set of regulations is the EU taxonomy, a central tool of the European Green Deal, that targets transparency on sustainability. It forms a classification system that defines the degree to which several economic activities, including road transportation, are sustainable, and how they will affect the long-term objectives of the Paris Agreement.

It is incumbent on all leasing companies to accelerate their fleet electrification, as one of their levers toward commitment to decarbonisation targets, while at the same time investigating ways to optimise shared mobility through fleet management, driving behaviours and reducing their carbon footprint.

The importance of reporting on sustainability in the UK is also increasing, as local standards and regulations are strengthened. **The aim of these changes is to enhance the quality, transparency and comparability of disclosed information.**



## DELIVERING SUSTAINABLE MOBILITY IN A CHALLENGING CONTEXT

**Changes in mobility habits are becoming more important to our leasing customers** and fleets need to plan their transition to battery electric vehicles (BEVs).

Towns and cities are increasingly covered by clean air and low emission zones, while low benefit-in-kind taxation is currently in place. With the 2035 deadline to end the production of new petrol and diesel vehicles approaching, these are all issues that need to be addressed.

Research from the Arval Mobility Observatory (AMO) highlights that in the UK, there are more challenges currently facing fleets than at any point in the history of the sector, environmental regulation being at the top.

Forecasts for fleet transition are positive and AMO figures show that **the demand for BEVs in the UK is rising, with 40% of companies that responded expecting their passenger fleets to be 100% electric by 2027.** Moreover, the UK is ranked as the fifth top market for BEV readiness in the world.<sup>(1)</sup>

We are also seeing new market entrants, huge manufacturer investment in BEV technology and a dramatic increase in car and van makers with strong BEV propositions and shorter waiting times.

Fleet managers can also have greater confidence in the UK's growing charging infrastructure. Although not perfect, the number of charge points and hubs is increasing rapidly, with almost 16,000 public chargers installed in the UK during 2023, almost doubling overall charge points from the previous year.<sup>(2)</sup>

Against this backdrop, **we are committed to driving this transformation and meeting our long-term sustainability targets, while at the same time continuing to deliver flexible and economically viable solutions for our customers.**

## OUR PRIORITIES

In line with Arval globally, **we are focused on accelerating electrification and progress in the calculation of scope 3 emissions**, reflecting both local and European regulations.

We are committed to supporting the transition towards sustainable mobility practices that are relevant and appropriate for our local market. This includes helping to facilitate the shift to BEVs, promoting responsible driver behaviours, and embracing circular economy principles throughout our leasing products. This comprehensive approach allows us to serve all customers, helping them to achieve their own sustainability goals and meet regulatory requirements.

As part of our commitment to transparency, we are working towards increasing our own scope 1, 2 and 3 disclosures and improving the quality of our own Environmental, Social and Governance (ESG) data.

We remain focused on customer advocacy through our Net Promoter Score programme (NPS), a customer metric to measure customer loyalty and satisfaction.

<sup>(1)</sup> EY's EV Country Readiness Index Study, September 2023;

<sup>(2)</sup> EV charging statistics 2024 - Zapmap.

# ARVAL PRESENTATION

# 2023 COMPANY REVIEW

## A UNITED KINGDOM PRESENCE

Arval UK's **700+** employees provide services to more than

**87,000** customers (corporate, small, medium companies and private) over

**192,000** leased vehicles in the UK at end of Dec 2023 of which over 44,000 are battery electric

**94%** of our employees consider Arval UK to be an environmentally responsible company<sup>(1)</sup>

**87%** of our employees know Arval UK's major sustainability commitments and actions<sup>(1)</sup>

**#4** contract hire and leasing company in the UK<sup>(2)</sup>



**1 SWINDON HQ**  
Whitehill House, Windmill Hill Business Park, Whitehill Way, Swindon, SN5 6PE

**2 SOLIHULL**  
Arval UK, 6th Floor, Chadwick House, Solihull, B91 2AA

**3 MANCHESTER**  
Dovecote House, Old Hall Rd, Sale, M33 2GS

# ARVAL AMBITION

We are convinced that low-carbon, safe and responsible mobility is key for human wellbeing. This is why we believe in changing the way we approach our business.

**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 wellbeing 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.

<sup>(1)</sup> According to 2023 Arval UK employee engagement pulse surveys;

<sup>(2)</sup> Based on Fleet News - FN50 as at November 2023.

# ARVAL BEYOND

## ADVANCING TOWARDS OUR 2025 TARGETS

The Arval Beyond Strategy 2020-2025 has been in place for four years. The plan aims to strengthen our historical business model, infusing sustainability through the creation of innovative offers with partners towards sustainable mobility, accompanying customers in transition, offering enhanced mobility experience and fostering their drivers' safety. In parallel, the plan focuses on caring, developing and engaging our people and targets data collection needed to measure our impact on the environment and society.

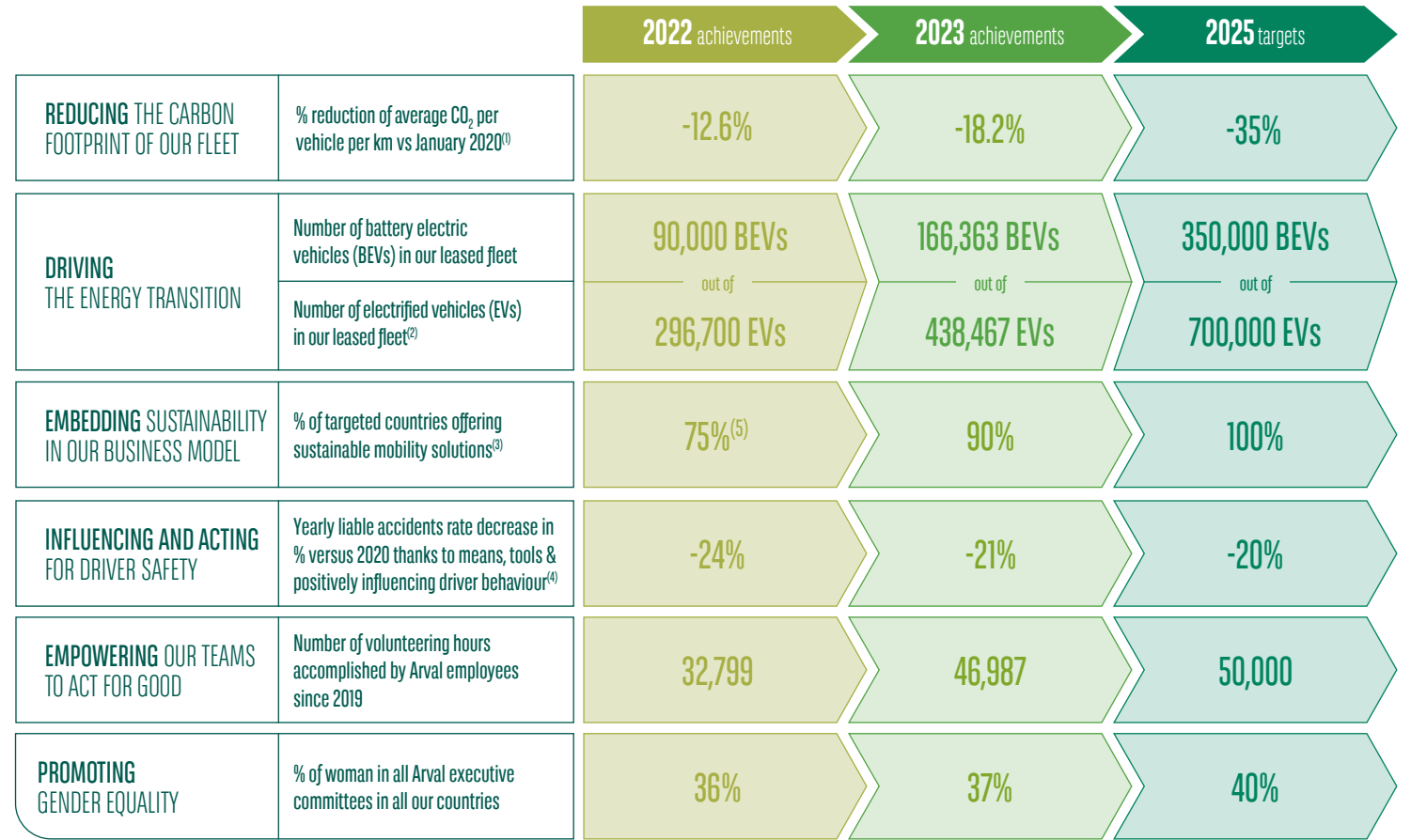
### A 4-Dimensional Strategic Plan

The plan is developed around 4 key dimensions that honour the needs of our customers, define the transformation levers that boost our capacity to adapt, foster our passions that keep on driving us to new heights and calls for new offers to deliver an integrated mobility experience.

#### ARVAL IS COMMITTED TO DELIVERING AN INTEGRATED MOBILITY EXPERIENCE FOR ITS CUSTOMERS THROUGH:

- expert support during their energy transition,
- simplicity gained by connected and flexible products and services,
- co-creation of value propositions & innovative offers with new partners.

## ARVAL UK CONTRIBUTES TOWARD THE GLOBAL TARGETS



<sup>(1)</sup>Average emissions of CO<sub>2</sub> are calculated as a weighted average of the Arval entities' fleet (Passenger cars and LCVs). In a context of regulation change (NEDC, WLTP), the CO<sub>2</sub> emissions are 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 January 1<sup>st</sup> 2020 vs December 2025; <sup>(2)</sup>Electrified vehicles including battery electric, plug in and full hybrid, representing 35% of our leased fleet in 2025; <sup>(3)</sup>Car sharing, MaaS app, bike leasing, Mobility Pass; <sup>(4)</sup>calculation based on motor third party liability (MTPL) insurance contracts provided by Greenval; <sup>(5)</sup>2022: 15 countries out of 20 countries, 2023: 18 countries out of 20 countries.



# ARVAL UK ACHIEVEMENTS

The last 12 months have seen Arval UK recognised in a number of industry awards that reflect our work around electrification and sustainability.



## British Vehicle and Rental Leasing Association (BVRLA) Industry Heroes Awards 2023

The BVRLA's Industry Hero awards recognise individuals from across the rental and leasing sector who go above and beyond. Arval UK consultant Ben Edwards was recognised as the BVRLA's Decarbonisation Driver Industry Hero in 2023.

As the judges commented: "Ben stood out due to the exceptional work he has done beyond the strong performance in his direct role, spanning the wellbeing support to the team and the wider position he is forging as an advocate for the industry."

For Ben, the most important aspect of the award is that it gives new customers confidence in Arval UK. "It supports my credibility as someone that has their business and driver interests at heart and can deliver results for both," he said.



## British Quality Foundation (BQF) - UK Excellence Awards - Excellenteer

Mike Vernon, Process and Organisation Transformation Manager at Arval UK was recognised for his passion, engagement, and willingness to collaborate with the BQF community. This included sharing best practice with other members and supporting their growth and learning.



## What Van Award - Green Innovation

Arval UK was highly commended for its electrification campaign, especially innovative elements that work in parallel to give customers the confidence to electrify their own fleets. These included a detailed research project to indicate the real-world driving capabilities of electric vans when towing and carrying payload, offering electric vans on flexible terms so that customers can try them for a shorter period, and in-depth telematics and survey data to help drivers make the switch following a five-stage transition plan.



## Simply, a Gallagher Company - Excellence in Sustainability

In November we won the Excellence in Sustainability category at the Digital Internal Communications Awards, which focused on the way in which we talk about sustainability internally, and communicate our goals, aims and ambitions.

Patrick Hulbert, Content and Communications Director at Simply, a Gallagher Company said: "Arval UK's commitment to sustainability is critical to its core strategy. What shone out most was how the business has cultivated a volunteering and advocacy culture amongst employees, driven through internal communications. At a corporate level, sustained and clear messaging around sustainable practices and corporate social responsibility has created real impact."



## Fleet News 50 (FN50) - Wellbeing Award

Arval UK was highly commended for this award, which recognises companies that have created a culture of emotional, mental, social and physical wellbeing and support for its employees.



## Top Women in EV

The 'Top Women in EV 2023' recognised the women leading the charge in the transition to e-mobility, with our UK Managing Director, Lakshmi Moorthy, recognised for her work in the fleet sector. The judges at the EV Summit where the awards were announced said: "Lakshmi spearheaded the increase of electric vehicles in their fleet to more than 30,000<sup>(1)</sup> in just two years. Lakshmi is a renowned voice for transport decarbonisation, and believes various stakeholders – Government, leasing companies, employers – can achieve a lot by working together to accelerate the move to more sustainable transport for all."

<sup>(1)</sup>Fleet data at the time of entry.



# OUR SUSTAINABILITY STRATEGY

## 2020 / 2025

CONTRIBUTING TO 15 OF THE 17 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)



The United Nations (UN) Global Compact encourages businesses worldwide to adopt sustainable practices through its ten principles, fostering collaboration with UN agencies, labour groups, and civil society. Established in 1999, it provides a framework for corporate responsibility without strict regulation, focusing on commitments from CEOs and executives. With over 20,000 participants in 167 countries, it aims to integrate these principles into business activities and support broader UN goals like the Millennium Development and Sustainable Development Goals. As part of its commitment to corporate responsibility, Arval actively participates in the United Nations Global Compact initiative.

► [Find more details just here.](#)

Our sustainability strategy is built around **4 pillars**. Each of them encompasses **3 commitments** which our objectives and actions contributing both to SDGs and our 2025 targets are set.



**1. Promoting sustainable mobility** with a positive impact

**2. Ethics** of the highest standards

**3. Sharing high responsibility** with our stakeholders



**4. Promote diversity, inclusion and sustainability** in the workplace

**5. Be a good place to work** with responsible employment management

**6. Be a learning company** supporting **dynamic career** management



**7. Influencing and acting for driver safety**

**8. Supporting R&D** for the future of sustainable mobility

**9. Supporting corporate philanthropy actions** related to our core business



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

**11. Reducing the environmental impact** of our operations

**12. Advance awareness and sharing** of best environmental practices



# THE ECONOMY

## DEVELOPING OUR BUSINESS IN AN ETHICAL AND SUSTAINABLE WAY

1. Promote **sustainable mobility** with a positive impact
2. **Ethics** of the highest standard
3. Sharing **high responsibility** with our stakeholders

99%

OF FULL TIME EMPLOYEES TRAINED on anti-corruption, anti-money laundering, sanctions and embargos

515

CONSULTING DAYS provided by Arval UK to its customers on sustainable mobility<sup>(1)</sup>

“Focusing on customers’ needs, we try to encourage alternative thinking in how people travel. We aim to develop sustainable mobility in a responsible way in conjunction with our supply chain. That way, we play our part in contributing to the transition toward a more sustainable economy.”

Emma NORMAN,

Business Transformation Director, and Economic Pillar Executive Sponsor of Arval UK



<sup>(1)</sup> Any mission that contributes to decarbonising customers’ mobility: SMaRT, Road to EV, Mobility in 2023. Arval UK have delivered 1,218 days since 2020.



# 1. Promoting sustainable mobility with a positive impact

By engaging people in the sustainable mobility journey, we aim to drive the transition towards decarbonised transport through a holistic approach.

This approach, centred on our customer needs, includes optimising fleet size and usage, providing a selection of low carbon mobility options, promotion of safe and responsible driving practices and supporting the change with users' travel choices. Our services portfolio – expanding from traditional leasing to car-sharing and micro-mobility alternatives – is enabling us to work with our customers on their energy transition and supporting them to reach their carbon footprint reduction targets.



## SUPPORTING THE UK'S TRANSPORT ELECTRIFICATION JOURNEY

We offer a range of different services and ways of supporting our customers and colleagues on their journey towards transport electrification, via:

- a wide range of **battery electric vehicle** (BEV) manufacturers and vehicle types
- a **car sharing app**, already used by over 50 colleagues to travel between our UK sites using a BEV, which is now available to help customers cut single car occupancy
- a **micro-mobility toolkit** offering e-bikes, e-cargo bikes and micro eLCV (Light Commercial Vehicle)
- a **home charge point package** in partnership with British Gas
- with partners Baringa, advice on workplace **charging infrastructure**
- on the road **BEV charging cards** for our business customers working with Allstar Business Solutions
- **Arval Connect**, our telematics system, supporting customers across many fleet-related areas, with operational, safety and environmental considerations
- **consultancy missions** to support our customers with their transport decarbonisation plans
- **events to raise awareness of BEVs** with both employees and customers

The employee BEV event was really useful. Having so many manufacturers and models in one place at the same time provided a great opportunity to see what's available and to compare vehicles. It was also a good chance to take a look at products you might not normally consider or be familiar with, especially cars from new manufacturers entering the market."

Graham **NICHOLS**,  
Head of B2C Sales & Marketing - Remarketing and Economic Pillar Lead of Arval UK



## ADVANCING BEV ADOPTION

BEVs are a crucial part of our decarbonised future and to encourage more of our customers and colleagues to embrace them, during 2023 we ran awareness raising activities to address and answer some of the myths that surround them.

In October, we held a three-day roadshow at our Swindon office, with over 25 different vehicles from 15 manufacturers, including commercial vehicles and the latest micro-LCVs. Over 200 staff took the opportunity to get involved, through test drives and talking to our own teams and manufacturers about familiarisation, driving and usage.

Throughout the year, our frontline Account Management teams received training on BEVs and related services, ensuring they have the knowledge to keep fleet managers and drivers up to date with the latest developments in sustainable mobility.

We also hosted our first BEV event for 15 remarketing customers (who buy Arval's used vehicles) from major car dealers and supermarkets, which featured an independent market view presentation from Auto Trader on the future of the new and used BEV market as well as a ride and drive. Arval Consultants were on hand to dispel used car buyer concerns about range and charging.

Arval UK's Head of B2B and Remarketing Partnerships, Stuart Chamberlain, said: "The used sector is integral to the country's BEV transition and it's important that used car dealers and their customers feel comfortable and are educated on their capabilities."

## Sharing experiences

This year's e-Bike Summit, a leading business forum for the electric bike sector, was held at Oxford University's Blavatnik's School of Government.

In partnership with Bike Flex, we took part in a forum discussing the introduction of e-cargo bikes into company fleets, as well as ways in which the automotive world could use its experience to support the new, fast-growing sectors.

Arval UK Marketing Director Stuart Gibbons spoke about the company's growing relationship with bike retailers and our plans to further develop Arval UK's capability in the e-bike leasing market in the UK in support of our customers decarbonisation strategies.

# OVER 44,000

BEVS INCLUDED IN ARVAL UK'S FLEET AS AT DECEMBER 2023, WHICH ACCOUNT FOR A 23% SHARE OF THE TOTAL FLEET

## SPREADING THE WORD ON SUSTAINABILITY AND SAFETY

"Over the course of the year, we have been an active promoter of sustainable mobility," explained Lakshmi Moorthy, Arval UK's Managing Director. As a keynote speaker at the BVRLA's decarbonisation conference, Fleets in Charge, Lakshmi spoke about her confidence in the market momentum, despite the fact the transition date to zero emission vehicles had been pushed back to 2035. We also contributed to the BVRLA's Road to Zero report card which details actions being taken and planned to support the transition, and we were a keynote speaker at the EV Summit, explaining how leasing companies are innovating and helping to make the transition easier by providing affordable access to BEVs as well as supporting customer education to ease the transition.

Other significant events in 2023 included:

- **sharing** new towing and payload research at the Fleet News Transitioning to Electric Vans webinar
- **speaking** at the Fleet News Safety & Compliance webinar and encouraging customers and their drivers to rethink road safety as part of their fleet approach.

As Lakshmi adds: "It's important to focus on how we, as an industry, are supporting transport electrification, and sharing our thoughts and experiences amongst industry peers so that we can deliver more impactful change in supporting our customers and enabling them with their transition."

Our approach is that customers should be able to access a range of vehicles, whether it's cars, vans or electric bikes. It's broader than just last mile delivery, it's about selecting the right tool for the job, with optimum usage."

John **PETERS**,  
Marketing Leader, Strategic Projects  
of Arval UK



## Mobility solutions for 21<sup>st</sup> century cities FOCUS

With focus to provide the flexibility required to support alternative forms of mobility, we're constantly looking at how our Last Mile Lease solutions can help our customers and their evolving needs. Working with bike provider Bike Flex, we identified the property management and estate agency sector as perfect examples of where a two-wheel lease offer could work. Both industries entail operating in urban environments, with a working day that involves visiting numerous different sites.

We teamed up with estate agents, Strutt & Parker, who are also part of the BNP Paribas Group, to test the concept. Using a bike with a 100% recyclable carbon composite frame, the pilot was carried out in Oxford, a city with a zero-emission zone, and where parking and congestion can impact a business and the ability of its staff to move quickly from A to B.

The initial trial feedback has been positive, and we are set to roll out the offer to other Strutt & Parker offices, and customers in similar sectors, in 2024.

George Hughes, Head of Sales at Strutt & Parker in Oxford, said: "Oxford is a pioneering city with a vibrant property market, and is one of our flagship offices. My team and I need to travel across the city to meet customers and attend appointments in the most efficient and sustainable way possible."



## 2. Ethics of the highest standard

**We are focused on building sustainable mobility on the foundations of professional expertise and integrity.**

This requires the engagement of all employees and gaining the trust of our partners, customers and all of our stakeholders wherever we operate. To do so, we implement robust governance to ensure that business is driven by a sense of ethical responsibility. Our Code of Conduct, shared among all BNP Paribas entities, defines the rules which govern all our actions and decisions. It offers the necessary framework to ensure that our operations fully comply with laws and regulations. Arval shows zero tolerance for bribery and corruption in any form whatsoever. At any time, Arval employees can report any breach of the code of conduct in complete confidentiality and without fear of discriminatory treatment.

99%

OF FULL TIME EMPLOYEES TRAINED on anti-corruption, anti-money laundering, sanctions and embargos.

### FIRM COMMITMENT TO COMPLIANCE STANDARDS

Arval adheres to the BNP Paribas Group risk-based governance, ensuring compliance with applicable anti-money laundering, anti-corruption, countering financing of terrorism and sanction laws, rules and regulations in the territories we operate. The governance comprises a Know Your Customer framework which is reasonably extended to other stakeholders and parties contractually bound with Arval. The framework includes due diligence on our business relationships, written policies, procedures and controls, processes designed to report suspicious activity to the relevant regulatory authorities, and mandatory training programs for our employees adapted to their level of exposure to the relevant risks. Those considerations are fully embedded in Arval's operating model rendering the KPI on the Know Your Customer (KYC) performance a business as usual practice instead of a target to achieve.

Going further and in line with our sustainability strategy to respect ethics of the highest standards, Arval engages in the environmental, social and governance assessment of its customers and suppliers. At customer level, this consists of surveillance performed within the sectorial policies of BNP Paribas Group<sup>(1)</sup>.

### MEETING OUR TRAINING OBLIGATIONS

As a regulated business, we must comply with global and UK specific legislation and keep up to date with evolving requirements and expectations.

Meeting our mandatory training requirements is an important part of this and helps us ensure our people understand the laws and regulations on topics such as conduct and anti-money laundering, as well as internal policies and processes specific to their role.

Mandatory e-learning modules aim to:

- **educate** employees to deliver good outcomes for our customers
- **inform** and develop the expected attitudes and behaviours of our teams
- **demonstrate** our commitment to upholding the most rigorous ethical standards
- **meet** regulatory requirements and reporting needs

Mandatory e-learning, which employees complete on our learning management system, is assigned by compliance teams in BNP Paribas and Arval Group, and by the Learning and Development team at Arval UK. Every mandatory learning course has a minimum pass mark.

Modules include:

- newcomer mandatory e-learning
- refresher training on subjects such as sanctions and embargos, and conduct standards
- ad-hoc e-learning campaigns such as cyber-defence
- targeted e-learning issued to employees in exposed roles such as anti-bribery and corruption.

### DELIVERING GOOD OUTCOMES

Consumer Duty was introduced by the Financial Conduct Authority (FCA) in July 2023, and encourages companies to avoid practices which cause consumers' harm.

It's based on the principle that firms must act to deliver good outcomes for retail customers, and specifically the FCA has set higher and clearer standards of customer protection across financial services.

It also introduces new rules which require firms to focus on empowering their customers to make good financial decisions and help them avoid foreseeable harm at every stage of the customer relationship.

**When the FCA introduced Consumer Duty, Arval UK took the opportunity to review the way we govern, manage and communicate our products. We've ensured they meet the needs of the target market, are operating as expected, and are delivering good customer outcomes. We also focused on ensuring there is a reasonable relationship between the price of our products and the value they provide, and that we support our customers to achieve their financial objectives."**

**Vicky OUTRAM,**  
Head of Insight and Governance  
of Arval UK

Firms also have to provide consumers with information they can understand, offer products and services that are fit for purpose, offer fair price and value, and provide helpful customer service that is based on robust supporting processes.

Arval UK chose to leverage this key regulatory change to further enhance our culture and customer focus within our teams across the company. Several working groups were mobilised for areas such as product, communication and customer journeys, and training took place across the business to help educate our people on key topics and reinforce the ideas. Arval UK appointed a Non-Executive Director as a Board Consumer Duty champion, to support the executive team and ensure we challenge ourselves and strive to implement the principles of the regulation to a high standard.

<sup>(1)</sup>[Click here](#) to read more about BNP Paribas Group's sector policies.

### 3. Sharing high responsibility with our stakeholders

**Arval always strives to reinforce the culture of sustainable responsible business beyond the boundaries of our own operations.**

Upstream in our value chain, in 2023 we have increased the importance of Environmental, Social and Governance (ESG) topics in the assessment of our suppliers while we continue to engage them by embedding environmental and social clauses in our contractual agreements. Through servicing our contracts, we aim to drive our entire collaborative ecosystem towards more circularity, developing practices to prioritise repairs over replacement without compromising quality and safety. Committed to supporting positive impact, we are integrating sustainability criteria in new services, partnerships, and process reviews, working towards a sustainable by design approach in our activities.



**Michelin consider mobility a universal right which must benefit everyone, and which we are committed to making sustainable. Collaborating with partners such as Arval UK allows both sides to influence and support impactful change. As successfully demonstrated through Michelin attending the Arval UK Sustainability Day in October 2023, when Arval UK colleagues as well as the wider business community were able to see future products such as the Michelin Uptis, an airless tyre. Michelin is also providing Arval UK with low maintenance and low rolling resistance tyres which help reduce fuel consumption and CO<sub>2</sub> emissions."**

**Paul COLLIER,**  
Key Account Manager of Michelin Tyre PLC

### SUPPORTING ESG THROUGH THE SUPPLY CHAIN

We work with nearly 4,000 suppliers in the UK, across a range of requirements from service, maintenance and repair to new vehicles and logistics. In 2023, in addition to our current mechanisms for general ESG principles, we instigated a new survey with several suppliers which assesses areas including diversity and sustainable business practices. Following completion of the surveys, we will then be working with these suppliers to agree relevant actions that will support the development for a stronger ESG approach.

This approach also reflects that issues around ESG are an integral part of the supplier selection process, with a minimum weighting of 15% in every tender. The minimum weighting will be increasing in 2024.

As a Living Wage accredited employer, Arval UK has also applied the Living Wage standards to outsourced service providers who have presence on site at our offices across the UK.

#### WE WORK WITH SUPPLIERS FOR

- New vehicles
- Service, maintenance and repair
- Tyres
- Roadside assistance
- Body repair
- Glass
- Short term rental
- Energy (fuel, electricity, charging solutions)
- Insurance
- Logistics and remarketing
- General expenses (indirect)

### Improving choice, increasing take up

FOCUS

During 2023, Arval UK onboarded several new BEV manufacturers. This has helped make sustainable mobility more accessible by giving customers more choice and greater access to a variety of different vehicle price points.

We also increased our involvement with manufacturers for their roadmaps relating to ESG footprints and lifecycle assessments. This will continue to evolve with more shared data as manufacturers mature in their approach.

### Parts reuse at Arval UK

FOCUS

Introduced through selected suppliers during 2023, using reconditioned parts is a more sustainable way of maintaining and repairing our vehicles.

The initiative works with car parts such as gearboxes, axles and fuel injection systems, recovered from vehicles that have reached the end of their useful life. Carefully selected, with safety as a priority, to ensure they are fit for purpose and in good condition, they contribute to reducing repair costs while limiting environmental impact. A wider roll out across Arval UK's network including parts for accident restoration, is planned in 2024.

15%

THE MINIMUM WEIGHTING APPLIED TO CSR IN EVERY TENDER



# OUR PEOPLE

## DEVELOPING AND ENGAGING OUR PEOPLE RESPONSIBLY

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

**50%**

OF WOMEN  
in executive committee  
at Arval UK<sup>(1)</sup>

**34**

NET PROMOTER EMPLOYEE  
for 2023<sup>(2)</sup>



“Our people are at the heart of our business, we care for and value them. That’s why we put so much of our effort into their wellbeing, promoting diversity, equity and inclusion; we actively encourage and support their career development.”

Gary **BURNS**,  
Remarketing Director  
and Executive Sponsor  
for the People Pillar  
of Arval UK



<p><b>5</b> GENDER EQUALITY</p>	<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p><b>10</b> REDUCED INEQUALITIES</p>
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<sup>(1)</sup> As at December 2023; <sup>(2)</sup> The Net Promoter Employee Score (NPE) tracks the extent to which employees would recommend Arval UK as an employer of choice.



## 4. Promoting diversity, inclusion and sustainability in the workplace

**We have created a workplace where our people can thrive, where they can be their true selves, and contribute fully to the ongoing success of the business.**

By helping our people feel included and valued, we enhance innovation across the company, nurturing greater creativity and boosting productivity.

Creating a healthy, happy place to work, with transparent, inclusive recruitment policies, also means we retain and attract the best talents.

# 10

EMPLOYEE RESOURCE GROUPS WITHIN ARVAL UK across a variety of subjects that help us support each other and our business goals.

At Arval UK we recognise Diversity, Equity and Inclusion is a mandatory and necessary part of our business culture for both new and existing employees. As an employee resource group, we work closely with our People Pillar community linking in with HR, our wellbeing and people champions to ensure that all employees feel they are being represented and supported."

Pamela DAVEY,  
DEI Lead and Corporate Business Manager  
of Arval UK

### CHAMPIONING DIVERSITY

The Arval Diversity Equity & Inclusion Charter supports our global and local efforts to create a work environment that is fair, inclusive and safe. It focuses on five priorities:

- we will **foster gender equity**
- we will **promote and include people with disabilities**
- we will **promote multiculturalism**
- we will **promote a culture of inclusivity** regardless of gender, diversity or sexual orientation
- we will **foster intergenerational relations**



The global charter was launched in the UK at the end of our second global Diversity Equity & Inclusion week in June.

We shared stories, some with personal testimonies, raising awareness of why having a diverse and inclusive workforce strengthens the company in so many ways.

As part of the week in the UK, over 100 colleagues at our Swindon head office enjoyed an inspirational talk by racing driver Nicolas Hamilton. Overcoming the challenges of being born with cerebral palsy, Nicolas competes in the British Touring Car Championship, and explained how his experience of bullying had given him the mental and physical strength to live as normal a life as possible today.

Our gender pay performance is monitored and continues to track in the right direction with the next report due to be published in April 2024. Close attention is paid to gender pay with the company's executive committee continuing to be gender balanced, with work underway for middle management and head of level roles to ensure succession lines in place.

### Smart Works Charity

### FOCUS

Smart Works has a mission to help unemployed women regain their confidence, helping them succeed at job interviews, find employment, and transform their lives. It is a cause that our employees were keen to get behind, and we chose to support the charity as part of International Women's Day.

Zoe Maitland, Head of Sustainability of Arval UK said: "Nearly 200 items of clothing, including pairs of shoes, were donated by our Swindon, Manchester and Solihull offices to the charity, who then provided them to women for job interviews. This helped other women know that they're not alone, and that people really do care about their futures."

**Our Gender Equity Strategy is a core focus for us as we strive to be truly inclusive as an employer. We continue to fully believe by having diversity of thought, we are a far stronger organisation."**

Ailsa FIRTH,  
Human Resources Director  
and Community Pillar Executive Sponsor  
of Arval UK



FOCUS

## Swindon Pride

Swindon & Wiltshire Pride celebrates the region's LGBTQ+ communities and allies, with over 4,500 people enjoying the summer festival at Swindon's Queen's Park in 2023.

Supporting the event is an important part of our commitment to LGBTQ+ and our colleagues. This was the third successive year that we were involved with sponsoring different elements of the festival, within the community in which we are based.

As part of the event, we funded British Sign Language interpreters, who signed for the on-stage acts ensuring even greater inclusion and enabled the provision of an accessible 'Mobiloo' toilet and changing facility. This helped to remove one of the barriers that often excludes disabled adults and children from participating in events like Pride.

## INVESTING IN A DIVERSE, INCLUSIVE WORKPLACE

In 2023 we launched a new recruitment & selection programme to help our people leaders deliver hiring practices that reflect our commitment to diversity, equity and inclusion, at every stage of the candidate journey. In addition to developing inclusive interviewing skills, the programme covers the topic of unconscious bias, and encourages managers to consider what unconscious biases they may have and what actions they can take to mitigate them during the interview process. For example, selecting co-interviewers who they know will challenge their thinking and help them recognise any biases when calibrating interview scoring.

This compliments a library of tools and resources that ensures hiring managers are fully equipped to conduct a fair and equitable selection process. The library includes a comprehensive bank of interview questions and templates with clear and consistent scoring criteria and guidance.

We also raise awareness of diversity, equity, and inclusion within the workplace, helping colleagues to acknowledge differences and building understanding by breaking down subjects that may be perceived as taboo so that employees can become allies for each other.

Central to our awareness approach was a communications campaign that highlighted several important landmark events throughout the year, such as International Women's Day, International Men's Day, Pride, World Foster Day and World Menopause Day. Many of these were brought to life by colleagues who shared their own personal stories and experiences.



## 5. Be a good place to work with responsible employment management

**We have a duty to our employees to support their health and wellbeing. We want them to enjoy the working day and feel confident at work, so we make available various programmes that people can turn to for help and advice, while continuing to support responsible business initiatives such as being a Living Wage employer.**

Closely linked to this is a range of awareness raising initiatives that help to flag up issues that might not be on everyone's radar, but which could be having a huge impact on a colleague. We support many internal events encouraging one on one dialog and enabling people to take time out for a chat with a cup of tea.

### HEALTH & WELLBEING

#### CREATING A MORE UNDERSTANDING WORKPLACE

We look after the mental and physical health of all our employees, with a range of activities and services designed to help them enjoy life at work and at home. Some issues that may be affecting a colleague are not always obvious, which is why we are on the alert for new ways in which we can offer support.



Issues such as the menopause, for instance, are now starting to receive the attention they deserve. In 2023, to mark World Menopause Day, we reminded colleagues about our menopause policy and our employee resource menopause group, which offers a safe space for people to share and discuss experiences.

Our ten Menopause Champions also continue to offer support, along with over eighty people managers, who received training covering the impact of menopause and what can be done to support people, especially around feelings of isolation and thoughts about leaving work.

We have also introduced quiet, private spaces across all our sites where mothers can express and store breast milk.

It's absolutely fantastic to have the menopause support group in Arval UK, where we can share experiences, challenges, tips and support each other along this journey. It's a safe environment where we openly share our personal experiences and gives reassurance to know we are on the same page.

It can be a lonely and daunting time navigating this stage of life and it's important that people understand what help is available and where they get it, so having an array of support within the workplace is a vital lifeline.

Justine **HICKS**,  
Customer Outcome Tester  
of Arval UK

### Pedalling for diabetes

Each year we stage a large health and wellbeing event which the whole business can get behind. In 2023, we chose to raise funds for Diabetes UK, a cause that directly and indirectly impacts many of our colleagues.

A team of 12 Arval employees cycled from the Arval office in Houten, Netherlands, to our Swindon office completing the 386 miles in four days and raising over £7,000.

Ben Edwards, a consultant at Arval UK who has type 1 diabetes, drove the support car, which in keeping with the sustainable theme of the trip, was a BEV. "I'm passionate about BEVs, so it was a pleasure to be able to drive one across Europe supporting the team – and not once did I have any charging problems or range concerns," he said.



FOCUS



## MENTAL HEALTH

FOCUS

### Learning to spot the signs

In the UK, suicide is the main cause of death in young people under the age of 35, but by spotting some of the signs, many of these deaths can be prevented.

This was the message from awareness charity PAPYRUS, who staged a virtual training session for staff which talked through some of the ways to recognise the signs of poor mental health. The charity's mission is to reduce the number of young people who take their own lives and they believe that by equipping people and their communities with the skills to recognise and respond to suicidal behaviour, they can play an important role in its prevention.

With suicide also a theme for International Men's Day, we also staged a session where people shared their stories and experiences.

78%

OF OUR ARVAL UK STAFF FEEL CONFIDENT ENOUGH TO REACH OUT TO A MHFA IF THEY NEED TO



### STAYING MENTALLY ALERT

Being aware of the mental health of colleagues has never been more important, which is why this year we prioritised several key initiatives.

Alongside raising awareness, we continued to provide support to our colleagues across the business through our trained Mental Health First Aiders (MHFA). We backed this by continuing to offer AXA, a confidential mental health support service and Thrive, a wellbeing app that provides support for mental health.

We have created a supportive environment that embraces the whole company and this was born out in the results of our 2023 Arval UK Health & Wellbeing survey. It showed that 78% of staff felt confident enough to reach out to a Mental Health First Aider (MHFA) if they needed to, while 76% said they could discuss their mental health with their manager.

Other results showed that 97% of staff agreed with the statement: "My team has an open dialogue around mental health," while 89% said they felt their wellbeing at work was supported.

89% OF ARVAL EMPLOYEES WHO RESPONDED TO OUR WELLBEING SURVEY FELT THEIR WELLBEING AT WORK WAS SUPPORTED

### MATERNITY, PATERNITY AND CARERS POLICIES

#### SUPPORTING THOSE JUGGLING WORK WITH FAMILY CARE

According to the charity Carers UK, nearly eight million people in the UK juggle unpaid caring responsibilities with paid employment. That's one in seven workers who are caring for someone who is elderly, disabled or seriously ill.

Some 75% of working carers are also worried about how long they can keep juggling work and care, with 600 people a day giving up their careers as a result of their caring responsibilities.

To support Arval employees who are balancing these competing responsibilities and ensure they enjoy the same career opportunities as their colleagues, we launched a new Carers' Policy. It recognises the unique challenges they face and sets out the support that is available, both from within Arval UK and through company-funded providers.

We have also updated our policies around maternity and paternity provision, with parental leave rising from six to 26 weeks full pay with effect from the start of 2024.

These changes are a response to some of the issues that new parents face, such as financial pressures, with the extra paid leave giving parents the opportunity to spend more time with their new family before returning to work.

The new policy also addresses some of the emotional needs of new mothers, some of who experience a loss of confidence when they first return to work. To support them, we have introduced greater flexibility around the return, and the option to work with a 'Maternity Returner Coach'. Buddies from our Parent and Carer network will be on hand to support a coffee and chat in their first week back and we have relaunched versions of our maternity and paternity toolkits. These include guidance for handovers, wellbeing support during leave and information about keeping in touch days and how to reconnect with the manager upon return.

*I'm thrilled with what we have been able to achieve in 2023 in redesigning our Maternity and Paternity Leave provisions. Having assessed our current policies and after seeking internal feedback from across the business, we recognised a need to move to an enhanced offering - aligning with the current marketplace and ensuring we remain an employer of choice."*

Heather **MESSENGER**,  
Senior HR Business Partner and Health & Wellbeing Lead of Arval UK

## 6. Be a learning company supporting **dynamic career** management

**By making employee development a key part of company culture, we can help our people learn new skills and stay up to date with industry trends and best practice.**

It's a way of working that also boosts our peoples' engagement with the business, making Arval UK a more attractive place to work and ultimately more productive too.

We also recognise and reward the achievements of our employees and help them to enjoy a healthy work/life balance by encouraging them to take up new hobbies and activities.



### COMMITTED TO A SKILLED WORKFORCE

This year we have continued to prioritise the development of employees across the business, with 87% taking part in training that went beyond specific mandatory sessions covering issues such as complaints and the environmental and social impacts of the business.

People led programmes in 2023 which have representation from Arval UK included:

**Arval Arrivals** – monthly onboarding week for new colleagues joining the business

**You Drive** – management leadership programme which engaged 20 managers

**Arval Emerging Talent** – 12 month programme developed the knowledge, skills and behaviours of 11 people deemed to have potential to move into higher roles

**Women In Action** – an international Arval programme aimed at boosting women's talents and promoting a culture of DE&I, which two women from Arval UK attended

**Arval Talent Care** – four UK employees participated in this global programme, offering structured development for those with leadership potential

**RISE** – BNP Paribas programme which supported three mid-career women from Arval UK.

Overall, our people undertook 21,810 hours of training in 2023, supported by our Learning & Development team. This is a year-on-year increase of 28.9%.

## 21,810 HOURS

OF TRAINING SUPPORTED BY OUR LEARNING & DEVELOPMENT TEAM



We are starting to receive more questions and approaches across the business. Colleagues are feeling more confident to learn, understand and challenge the way we handle complaints from our customers. We encourage our colleagues to have a mindset of being curious when dealing with complaints to ensure good outcomes for customers."

Vikki **BAKER**,  
Head of Regulated Complaints  
of Arval UK

# 34

NET PROMOTER EMPLOYEE SCORE  
in 2023, +9 points compared to 2022.

## Supporting Employees to Support Customers

FOCUS

Consumer Duty was a key focus of training across 2023, bringing employees up to speed with the best ways to interact with customers, and deal with sensitive situations leading to good customer outcomes.

**Vulnerable customers** – supporting customers who are vulnerable is a key focus in the UK and over 700 colleagues are receiving training about how to identify and respond to customers in difficult circumstances.

**Complaints** – customer experience was at the heart of this training for 260 colleagues, which explored how to respond empathically to complaints and encourage a first-time resolution. There was also an emphasis on improved data collection to support continuous improvement.

**Products** – we refreshed our product training to ensure that all employees have a consistent and up-to-date awareness of our core products and services.

“It’s truly humbling to be recognised as Simply the Best manager. This award is a testament to the retail direct team’s collective efforts and I’m immensely proud to lead such a fantastic group of people. Being recognised for this award means a lot to me personally, but it’s also a result of the support and encouragement I have received from the wider business along the way.”

Stevie **SMITH**,  
Retail Direct Team Manager  
of Arval UK



## EPIC AWARDS

Arval UK’s annual Epic Awards put the spotlight on our employees, the people who bring our values and our business to life and make such a positive impact for our customers, colleagues and the communities where they live. The awards are nominated by our people, for our people, which makes them even more special, with judging undertaken by a cross section of employees across roles and UK offices.

This year there were 141 individuals and 24 teams nominated for 12 awards, which include Employee of the Year by site, Making a Difference to People, The Collaborator, The Innovator, Unsung Hero, and Simply the Best Manager.

We held an in-person ceremony at our Head Office in a special marquee, which was also live streamed to our other offices as the action unfolded. It was a joyous day celebrating and recognising colleagues’ achievements and rewarding their hard work.



Last year, we watched a family go out for surfing lessons at St. Ives and decided that would be our next target. The lessons aren’t cheap but the Discover More fund has allowed me to cover 4 lessons for myself this summer after carrying over the fund from last year giving me £200 in total to spend, which is amazing.”

Mark **VALDEREY**,  
Sales Channel Manager – Large Corporate  
of Arval UK

Discover  
more

FOCUS

From dancing lessons to surfing, our Discover More programme is promoting a learning culture at Arval UK and encouraging employees to try something new in their personal lives. Each year we’re investing in the development of our people, with £100 available for every employee to help pay for tutor-led learning. In 2023, we helped 51 employees start to explore a new activity outside of work.

Tracey Gray, Learning & Development Manager of Arval UK said: “It’s such a simple idea but it gives back in so many ways. As well as stimulating people’s creativity and enthusiasm for something new, we know that engaging in an activity or a hobby supports our mental health and wellbeing and that putting aside the time to focus on something new can be really rewarding.”

1,667

EMPLOYEE GENERATED

recognition vouchers were issued across the business as a result of ongoing employee nominations throughout the year.



# THE COMMUNITY

## BEING A POSITIVE AGENT FOR CHANGE



“ We believe that our engagement with our local community can make a difference. We get involved with organisations in many ways to support our community at all levels including health, environment, and youth development. This sits alongside our focus on road safety and mobility.”

Ailsa FIRTH,  
Human Resources Director  
and Community Pillar Executive Sponsor  
of Arval UK



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

2,200

VOLUNTEERING HOURS performed by Arval UK employees in 2023

-20%

LIABLE ACCIDENT rate decrease<sup>(1)</sup>



<sup>(1)</sup> Versus 2022, Arval UK vehicles covered for Arval Accident Management and Arval Total Care.



## 7. Influencing and acting for driver safety

**At Arval UK, we believe we have an important role to play when it comes to promoting road safety for our employees, customers and the wider community.**

We want to help develop a strong road safety culture that covers all the journeys we make, whether for work or for pleasure, to help make our roads safer for everyone who uses them.

**AVERAGE FREQUENCY OF ROAD INCIDENTS IN VEHICLES COVERED BY OUR ARVAL TOTAL CARE PRODUCT WHERE THE DRIVER WAS AT FAULT**

19% in 2019 (pre-pandemic average)

**14.4%**

in 2023 (post pandemic average)

### TECH BOOSTS DRIVER SAFETY

Arval UK has been working with fleet managers to raise awareness of a range of Advanced Driving Assistance Systems (ADAS). ADAS include new technologies that can warn drivers when they're straying out of their lane or showing signs of fatigue. Many are now compulsory on new car models in the EU, and some are set to become part of UK vehicle specifications too.

As Arval UK's Head of Insurance Ian Pearson explained, a key part of the education programme is to stress that the technology isn't fail-safe but there to assist the driver.

Research carried out by the Arval Mobility Observatory (AMO) also revealed that the ADAS devices most valued by fleet managers are collision avoidance and automatic braking systems.

These safety systems have the potential to be highly effective, but drivers need to understand how to incorporate them into their daily driving."

Ian PEARSON,  
Head of Insurance of Arval UK

### Focus on fleet safety

More than a quarter of all road accidents involve people who are driving for work, which is why driver safety is so important at Arval UK.

This was the message we passed on at our stand at the Fleet & Mobility Live exhibition at Birmingham's NEC which attracted 1,850 visitors. Many also took advantage of the chance for a one-to-one chat with the Arval UK team to learn more about our total care approach to road safety, which combines data with education, training, awareness and the right product.

By supporting events like this, we can work with our customers to reduce preventable incidents and increase awareness of road safety. We also launched our new safety campaign which puts driver safety at the centre of every conversation. Visitors to the Arval stand heard from guest speakers from our partners Brake, the road safety charity, and Driving for Better Business and were able to experience our virtual reality theatre which demonstrated the potential consequences of driver distractions, followed by a debrief with one of the event team.

FOCUS



I am not someone that is shocked easily. Having been in a serious car crash in the past this simulator really does refresh the importance of focus you need whilst driving. A 2 second glance away from the road could lead to tragedy."

Colin **BEST**,  
Health, Safety & Environment of Vodafone



## SPREADING THE WORD ON ROAD SAFETY

We continued our sponsorship of Brake's national Road Safety Week, which helps to reduce the human and financial impact of road traffic collisions.

The key theme of 2023 was speed and we created an online Road Safety Week hub with videos, interviews, articles and a quiz to educate our customers' drivers on key safety issues, such as the science behind stopping distances and why it's important to stick to the speed limit. We also sponsored Brake's Fleet Champions Awards for Safety innovation.

In all, the campaign reached some 18 million people nationally, while our Arval UK coverage kept nearly five million people informed of the national road safety charity's important work, with over 4,200 views of our LinkedIn videos to help drivers make better decisions.

We also brought an important road safety message to local teenagers, many of whom will be thinking of getting behind the wheel of a car for the first time. Road safety tips were delivered to over 9,000 potential young drivers and their passengers through our long-standing sponsorship of our local fire and rescue service, who staged a series of live, digital and virtual reality shows.

According to their education manager, the events allowed the young people: "To understand the potential consequences of their actions and make positive behaviour choices, understanding their responsibilities in keeping themselves and other road users safe."

We also supported our customer, Vodafone, with their own road safety messaging through a virtual reality experience for their employees.

## Reducing risks on the road

### FOCUS

This year we sponsored the Fleet News Safety and Compliance webinar, with over 200 attendees, which took a deep dive into the most effective ways to reduce risk and minimise road incidents. It specifically looked at how to engage with drivers, monitor their behaviour and encourage improvements.

Our Head of Insurance of Arval UK, Ian Pearson, took part in a panel discussion that looked at some of the safest fleets in the country. It considered the hurdles they had overcome, as well as ways in which they maximised the use of data and the types of training they found most effective.

### THE IMPACT OF A SAFER FLEET





## 8. Supporting R&D for the future of sustainable mobility

### Arval UK demonstrates an unwavering commitment to advancing sustainable mobility through purpose-driven research.

This involves leveraging stakeholder dialogue, market and customer insights, field experimentation and collaborations with start-ups and experts in next-generation mobility.

At the centre of our work is the Arval Mobility Observatory (AMO), our internationally recognised think tank, which observes industry trends, from safety to the transition to zero-emission mobility.

AMO also actively engages with professionals through conferences, media coverage and whitepapers. Our customers benefit from its wealth of expertise and external voices, ensuring a comprehensive understanding of the evolving mobility landscape and fostering success in various initiatives.

The AMO activity is supported by independent research, such as our report on the impact of towing on BEV range and payload with electric Light Commercial Vehicles (LCVs).<sup>(1)</sup>

### AT THE HEART OF MOBILITY INNOVATION

AMO is recognised as an authoritative research and industry information exchange platform in the fleet and mobility sector.

In its 2023 Global Fleet Barometer it studied, analysed, and interpreted developments in mobility, using data based on in-depth interviews with over 8,600 key decision-makers in 30 countries and across a wide range of sectors.

This information was broken down into key trends and findings for the UK, helping our customers to navigate a growing number of mobility solutions. The five key UK takeaways in 2023 were:

- 1. fleet growth:** 29% of organisations are expecting their fleets to grow over the next three years
- 2. vehicle shortages:** these led to unexpected benefits, with 51% of impacted fleets saying it had speeded up electrification
- 3. salary sacrifice / private lease:** 20% of companies now offer this kind of arrangement and expect demand to double in the next three years
- 4. fleet electrification:** by 2025, 38% of fleet cars are expected to be 100% battery powered
- 5. charging at work:** the number of businesses offering BEV charging is expected to double to four in 10 by the end of the year

The research was also picked up by the media, with 14 articles published.

The UK team of consulting fleet experts supports both local and international fleets on a wide range of topics. One of the main ones is assisting companies to operate safe and more sustainable fleets. During these times of unprecedented change, companies look for support in building their fleet and mobility policies, not only for today but also for the future. The AMO barometer provides us with insights into companies' fleet and mobility requirements and the challenges they face. This allows us to design a consulting approach that helps them achieve their objectives."

Shaun **SADLIER**,  
Head of Consultancy  
& Arval Mobility Observatory  
of Arval UK



### Consultants offer fleet expertise

Our consultancy team works with local and international customers to help optimise their fleets, from addressing short-term shifts to looking ahead to the energy transition and mobility solutions of the future.

Supporting the switch to sustainable mobility is a huge part of the team's work. Drawing on the unique insights from AMO, they analyse and identify the barriers fleets could face as they transition to BEVs.

Last year this expertise was recognised nationally, when consultant Ben Edwards was awarded the BVRLA Decarbonisation Industry Hero Award, for his role as a key advocate for electrification within the leasing sector.

FOCUS

# 34%

OF UK COMPANIES ARE IMPLEMENTING OR CONSIDERING MOBILITY SOLUTIONS for reasons related to Corporate Social Responsibility (CSR) policies<sup>(2)</sup>.

<sup>(1)</sup>Further detail in the Environment pillar;  
<sup>(2)</sup>Based on 2023 AMO UK Fleet Barometer findings.

## 9. Supporting corporate philanthropy actions related to our core business

**Our commitment to philanthropy is historically embedded within our sustainability strategy. Through a structured framework ensuring transparency, consistency and compliance, we engage in philanthropic endeavours undertaken by both Arval and its global workforce.**

232

EMPLOYEES

across our three UK sites volunteered 2,200 hours of their time in 2023.

### A PHILANTHROPIC APPROACH

Aligned with our Arval Philanthropy Policy, we aim to channel our efforts towards causes that resonate with our vision.

We actively promote initiatives that align with our four primary philanthropic themes:

**Accelerating** the energy transition and fostering the preservation of biodiversity

**Promoting** social inclusion

**Improving** local communities close to our facilities

**Supporting** social entrepreneurship initiatives

In the UK, an important part of this is the belief that we should support the communities where we work and the causes that are important to our employees, both through fundraising and volunteering.

Employee engagement has always been a key feature of our culture and is an important aspect of our working lives. We encourage volunteering, with two days a year available to our colleagues, enabling them to get involved with local community activities and help support meaningful and sustainable change.

We are also employee-led when we are considering charitable donations and provide opportunity to support good causes in conjunction with their own fundraising activity, through the internal promotion of their activity, sometimes with a personal story and providing a top up to the amount they have raised. We have a small number of local charities that we support more regularly and based on employee nominations or linking to awareness days that we are highlighting, we will also donate throughout the calendar year.

### GIVING SOMETHING BACK

During 2023, thanks to our employee resource group Arval Cares, company initiatives and the fundraising efforts of employees, we provided £50,000 worth of donations to charities. The charities ranged from community groups, mental health, youth related projects and environmental initiatives. In addition, we sponsored charities such as Swindon & Wiltshire Pride, Prospect Hospice and Brake to help them with their own fundraising events.

On top of this, 232 employees across our three UK sites volunteered 2,200 hours of their time to a wide range of good causes. Some 31% helped with activities to encourage or support the environment, from tree planting to clearing canal tow paths; 9% supported young people, with initiatives such as mock job interviews; and the remainder contributed towards improving local community causes.

As a new employee at Arval, I wanted to get involved with all that Arval does and volunteering is a great way to meet other employees in a situation outside of the office. It's a small thing for a large company to do, which helps build employee and community relationships that will last. It's also important that companies do get involved with the local community where they can, rather than just being a place where people go to work, they should be a place where people want to work."

John RIVERS,

Product & Marketing Executive of Arval UK



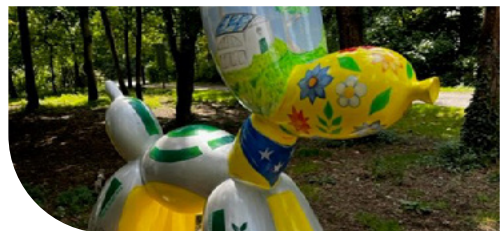
## EXAMPLES OF VOLUNTEERING WORK

### Community event

The Big Dog Art Trail was a unique community event across Wiltshire, in 2023, which Arval UK got involved with. It included over 30 canine sculptures displayed in parks and other public places, with the aim of boosting tourism and raising funds for Julia's House, a local children's hospice.

Jo Common, Head of Business Development at the hospice said: "The money that Arval UK has helped raise will help to fund the specialist nurses and carers who provided respite care for 60 seriously ill children in their homes and at the hospice every year. It will also support the work we do in the community, supporting families who are often under huge strain and unsure where to turn for help."

We sponsored one of the sculptures which we named, Swin-E-dog, which was designed by Mizuki Salter from New College Swindon around the idea of sustainable mobility. Staying with the theme, we also helped deliver some of the smaller sculptures with our e-cargo bike to local recipients and in total, the event raised £165,800 for the hospice.



### Arval Inspires

Arval Inspires is our employee resource group that helps young people to make the leap from education to working life. This year the team, which welcomed four new members from various parts of the business, staged activities such as mock interview days at local schools, as well as office-based inspirational leadership sessions.

One of the events was held at New College Swindon, where HND Business programme leader, Gillian Stopka, said that the session had a huge impact on the students. "It gives them real world experience," she said.

### Adventure awaits

Donating a car to a small Swindon charity has had a huge impact on the activities they can offer local young people.

Youth Adventure Trust use outdoor adventure and one-to-one support to empower young people, helping them to fulfil their potential and lead positive lives. As a result of the donation, the charity has saved nearly £4,000 in hire costs and other vehicle expenses, money they have been able to reinvest in their life-changing activities.

The pupils who stood up and presented at the end of the session were outstanding. I'm not sure I could have done the same at their age – the future is bright."

David MCKIE,  
Head of Internal Sales -  
Large Corporate and IBO of Arval UK

### Supporting fundraising with a sustainable angle

The local hospice in Swindon, Prospect Hospice, is close to the hearts of many Arval UK employees. In 2023, we supported their Remember me Roses campaign annual garden fete, which was an important fundraiser for the charity.

The unveiling of the roses took place at their annual garden fete and to prepare for the big day, volunteers supported the planting of the 900 Remembrance Roses, which were made from recycled drinks cans and sold to visitors, helping to raise over £40,000. During the year we also sponsored their outdoor Big Swim to enable more fundraising.

### Students excel

The mobility options of the future were the debating point for a group of Year 9 students from Sale High School, during a visit to Arval UK in Manchester.

After an office tour and careers talk, the students were asked to argue for and against whether personal vehicles, automated taxis or mobility apps represented the future of transport.

### Enterprising endeavour

Each year a local charity, Phoenix Enterprises, supports more than 100 adults in Swindon who have mental health issues, learning difficulties and physical disabilities.

The charity offers them the chance to carry out paid work assembling boxes and collating language leaflets, which teaches them new employability skills, as well as building their confidence and helping them feel part of their community.

This year, Arval volunteers joined the regular workers on the paid production line, with all the money received as a result of the activity helping to fund the charity's on-going work.

### Salford Foodbank

Last year, the Salford Foodbank helped more than 20,000 local people by providing essential food items as well as toiletries. To support the project, our Manchester office donated 154kg of tins, packets and bottles to the charity, helping to raise the spirits of local families over Christmas.





# THE ENVIRONMENT

## COMBATING CLIMATE CHANGE

“ We are becoming increasingly aware of how our business operations may impact the environment. By identifying and developing levers to measure our own carbon emissions, we make further progress on the important journey of implementing lower carbon initiatives and more broadly, good practices within Arval. ”



Frank **DE VISSCHER**,  
Chief Financial Officer and Environment  
Pillar Executive Sponsor of Arval UK

- 10. Partnering with our clients in **the transition** to a low-carbon mobility
- 11. **Reducing the environmental impact** of our operations
- 12. Advance **awareness and sharing** of best environmental practices

**-24%**

REDUCTION OF AVERAGE CO2  
per vehicle per km<sup>(1)</sup> versus  
January 2020

**78%**

BATTERY ELECTRIC VEHICLE  
share for Arval UK's own  
employee company car fleet<sup>(2)</sup>



<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>13 CLIMATE ACTION</p>	<p>15 LIFE ON LAND</p>
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<sup>(1)</sup> Average emissions of CO2NPP Sans are calculated as a weighted average of the Arval UK fleet (Passenger cars and LCVs) between Dec 2019 and Dec 23. In a context of regulation change (NEDC, WLTP), the CO<sub>2</sub> emissions will be adjusted to the WLTP, making use of the results of a NEDC-WLTP correlation internal study, to ensure comparable stringency.  
<sup>(2)</sup> Arval UK fleet leased for the benefit of its employees and at the expense of Arval UK.



## 10. Partnering with our customers in the transition to low-carbon mobility

**The UK Government has set ambitious targets for the sale of new zero tailpipe emission vehicles in 2024, with the zero-emission vehicle mandate setting out plans to increase BEV car sales by 22%, and vans by 10%. Arval UK has an important role to play in this.**

We are helping our customers to assess and review their fleets and to understand the benefits that can come from transitioning to lower emission forms of mobility. With our consultative approach, we support our customers with their decarbonisation agendas to identify and provide solutions that meet their different needs.

### HELPING OUR CUSTOMERS TO MAKE THE SWITCH

We know that our customers' fleets feature heavily in their sustainability strategies and we're supporting a diverse range of customers as they make the switch to more sustainable, electric forms of mobility.

From large corporations to SMEs<sup>(1)</sup> and individuals, we're meeting their different needs with a range of solutions that cover all types of vehicles. But the service we offer goes far deeper than just offering choice; we help our customers to educate their own employees about low-carbon alternatives; we advise on how to reach decarbonisation goals; and we offer valuable fleet reports and insights.

Salary sacrifice has gained significant traction during 2023, fleet numbers have increased by 48% in 12 months, with more than half of orders under the schemes being BEVs.

**Arval has been our fleet provider for many years, and we see them as trusted advisors and an extension of our business. We now feel in a positive place to face the next few years and I am sure we will see continued growth in the electrified vehicle<sup>(2)</sup> choices from our drivers."**

**Karl ALLWARD,**  
UK Fleet Manager  
of AkzoNobel



<sup>(1)</sup>Small Medium Enterprise;  
<sup>(2)</sup>Battery electric vehicles (BEVs), hybrid vehicles (plug in and full hybrid).



## REDUCING OUR FLEET EMISSIONS

At the end of 2023, with the ongoing transition towards BEVs, Arval's UK fleet included over 44,000 BEVs which accounted for a 23% share of the total.

29% of new vehicle deliveries during December 2023 were for BEVs, so the transition away from petrol and diesel is set to continue.

This transformation has helped drive an average CO<sub>2</sub> reduction of 24% per vehicle per kilometre<sup>(1)</sup> for the UK leased fleet, supporting Arval Group's ambition to decrease fleet emissions by 35% overall by the end of 2025.

## HILTI MAKES THE SWITCH TO ELECTRIC SUVs

Arval UK's Consulting team has worked closely with Hilti GB to help the company to move its fleet to a new range of electric SUVs (e-SUVs).

The business, which supplies technology and other services to the construction industry, has made a commitment to be net-zero by 2050. The decision to transition its fleet away from diesel vans to 260 Skoda Enyaq iV 80 (eSUV) vehicles is set to lead to significant reductions in the company's carbon footprint.

A review of the company's fleet revealed that a reduction in the amount of product and tools being carried meant that the diesel vans, which had formed the backbone of the company's fleet, were no longer needed, with eSUVs the perfect solution to carry out the work required.

As Hilti Procurement Manager, Andrey Obratsov, explained: "Arval has been an incredibly important partner in strategically shaping our transition to BEVs, suggesting a range of solutions to us for our light commercial vehicles that would dramatically reduce our fleet emissions."

## Insights that keep our customers informed

FOCUS

To help our customers make better informed decisions as they look to transition their fleets, we carry out independent research into topical issues around fleet management.

This year, our Electric Vehicles Revealed report investigated the impact of towing on BEV range – the miles which can be travelled following a charge. It also provided insights into the impact of payload on electric Light Commercial Vehicles (LCVs). The testing was carried out at the world-renowned test centre at UTAC Millbrook, Bedfordshire, and covered a cross-section of BEVs, from eSUVs to eLCVs.

The findings were also picked up by Arval colleagues in Scandinavia, with Frank Svenhard, Director of Consulting for Arval in the Nordics, commenting: "The towing research issued by the UK team was of real benefit to us in the Nordics. We published an article on our website and raised awareness through social media across four countries to share the learnings with our customers."

*The full report is available [here](#)*

<sup>(1)</sup> Average emissions of CO<sub>2</sub> are calculated as a weighted average of the Arval UK fleet (Passenger cars and LCVs) between Dec 2019 and Dec 23. In a context of regulation change (NEDC, WLTP), the CO<sub>2</sub> emissions will be adjusted to the WLTP, making use of the results of a NEDC-WLTP correlation internal study, to ensure comparable stringency.



## 11. Reducing the environmental impact of our operations

**From the energy we buy to the vehicles we drive, Arval UK is committed to reducing the emissions that our operations produce.**

Our head office features many improvements made over prior years such as, upgraded air conditioning and low-energy lighting. Waste is minimised and segregated, and paperless working is widespread, reflecting a systematic approach to sustainable working. An internal communication programme is also in place to remind our colleagues about actions they can take to help reduce energy usage, including reminders on all monitors to turn them off when not in use, and digital detox tips. In 2023, Arval Group published a paper outlining guidelines for reducing Scope 1 and 2 greenhouse gas emissions, further reinforcing our commitment to minimise our environmental footprint.



### SUPPORTING THE TRANSITION WITH OUR OWN EMPLOYEE COMPANY CAR FLEET

As well as working with our customers to reduce the emissions from their fleets, we're also working towards transitioning our own company car fleet to BEV.

Our company car policy is focused on BEVs, and at the end of 2023, 78% of our company cars were BEVs, within an overall 96% share of electrified vehicles<sup>(1)</sup>.

During the year, education and awareness events have helped company drivers to make the switch confidently and we use our own consulting team to give practical and tailored advice to our employees as they make their own transition to BEVs.

### Supporting our employees on their transition

FOCUS

Our salary sacrifice arrangement is an important part of our commitment to helping Arval UK employees take advantage of BEVs. As these vehicles become more competitively priced, and their range increases, we want to support our employees on their own personal carbon reduction journeys.

By signing up to the arrangement, employees make an all-inclusive monthly payment directly from their pay packet, saving money on income tax and National Insurance. And while there's also an option to use the scheme to pay for traditional vehicles, 94% of those who have signed up for the programmes have opted to go BEV.

Through Arval Re-Lease (our used vehicle lease product), employees can also access BEVs quickly and easily, and can be at a lower lease cost than a comparable new petrol or diesel vehicle.

**+89%**

**OF OUR CUSTOMERS FELT WE CARED ABOUT THE ENVIRONMENT<sup>(2)</sup>**

<sup>(1)</sup> Battery electric or Hybrid (plug-in and full hybrid) vehicles; <sup>(2)</sup> Based on 271 responses which is 31% of the corporate customers surveyed in 2023.



94%

OF OUR ARVAL UK EMPLOYEES agree with the statement "I believe Arval is an environmentally responsible company"<sup>(2)</sup>.

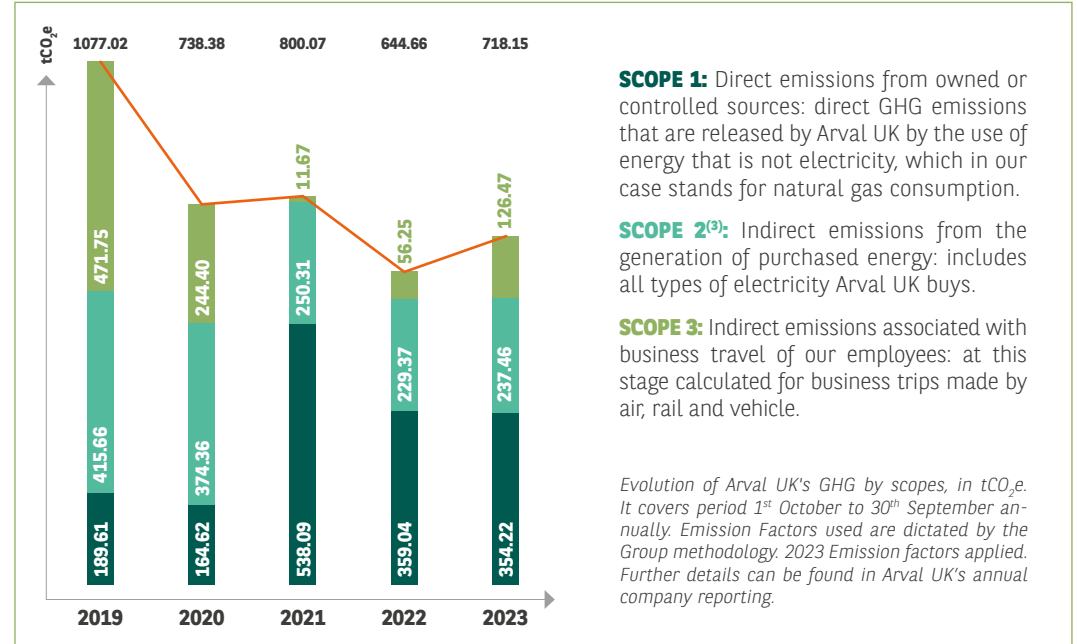
### OPERATIONAL SCOPE OF ARVAL UK'S GREENHOUSE GAS EMISSIONS

An environmental reporting system is in place across the BNP Paribas Group to calculate Greenhouse Gas (GHG) emissions, including those associated with our operations. The measuring and reporting of this environmental performance data is carried out in line with recognised international and local standards and protocols.



AT THE END OF 2023, the number of tons of CO<sub>2</sub> equivalent emissions per full time Arval UK employee (tCO<sub>2</sub>e/FTE) was

0.99 tCO<sub>2</sub>e<sup>(1)</sup>



**SCOPE 1:** Direct emissions from owned or controlled sources: direct GHG emissions that are released by Arval UK by the use of energy that is not electricity, which in our case stands for natural gas consumption.

**SCOPE 2<sup>(3)</sup>:** Indirect emissions from the generation of purchased energy: includes all types of electricity Arval UK buys.

**SCOPE 3:** Indirect emissions associated with business travel of our employees: at this stage calculated for business trips made by air, rail and vehicle.

*Evolution of Arval UK's GHG by scopes, in tCO<sub>2</sub>e. It covers period 1<sup>st</sup> October to 30<sup>th</sup> September annually. Emission Factors used are dictated by the Group methodology. 2023 Emission factors applied. Further details can be found in Arval UK's annual company reporting.*

### WHY DO THESE FIGURES MATTER?

In 2023, as business resets to a 'new normal' following the disruption caused by covid-related restrictions, our absolute emissions have increased by 11.4% from 2022. However, overall, our emissions remain 33% lower compared to pre-covid (2019) figures. We are constantly looking for more ways in which we can reduce our energy use, with hybrid working set to continue as an important way of maintaining our current energy usage.

In 2024, our Manchester office will be moving to a more energy efficient rated building, whilst in

our Swindon head office, we will be moving from low energy to LED lighting. Both will contribute towards further reductions in energy use over time.

Since 2018, 100% of our electricity has come from renewable sources, a commitment that is backed by a Renewable Energy Guarantees of Origin (REGO) certificate, which provides full transparency about the source of electricity. We have also been accredited to ISO 14001, an internationally recognised standard for environmental management systems, since 2009.

<sup>(1)</sup>Arval UK contribute toward the Arval Group 2025 target: <1.03 tCO<sub>2</sub>e/FTE, yearly number of tons of CO<sub>2</sub> equivalent emissions from Arval's own operations (i.e. buildings and business travel); <sup>(2)</sup>2023 employee survey; <sup>(3)</sup>For transparency, Scope 2 emissions use a dual reporting methodology, which reflects the electricity consumption of Arval UK, supplied from renewable sources.

## 12. Advancing awareness and sharing of best environmental practices

**At Arval UK, our commitment to the environment isn't just measured by the ways in which we are reducing our emissions or supporting customers on their own sustainable journey.**

It is also about empowering our own people, helping them to reduce their impacts at work and at home, as well as providing them with opportunities to volunteer for environmental causes that matter to them.

**+70,000**

TREES PLANTED OR REGENERATED IN THE UK SINCE LAUNCH <sup>(1)</sup>

### ON TRACK WITH OUR 1 ELECTRIFIED VEHICLE = 1 TREE BIODIVERSITY INITIATIVE

1 Electrified Vehicle<sup>(2)</sup> = 1 Tree is Arval's international biodiversity programme, launched in 2021 and now supported by offices in 19 countries, including the UK.

The premise is simple: for every electrified<sup>(2)</sup> vehicle we lease, a tree is planted or regenerated<sup>(1)</sup> through natural methods designed to strengthen existing forests. The aim is to enhance local biodiversity by involving Arval's employees and customers in the planting, with a global goal of 700,000 trees by 2025.

**We enjoyed getting our hands and boots dirty planting the saplings in a beautiful woodland environment. Thankfully we had the best of the weather too. Feedback from the forestry managers was extremely positive, noting the enthusiasm and positivity in which our volunteers approached the hard work ahead of them."**

Stuart **CHAMBERLAIN**,  
Head of B2B and Partnerships -  
Remarketing of Arval UK



So far thanks to Arval UK 70,000 trees were planted or regenerated, which will absorb over 10,000 tonnes of CO<sub>2</sub> over the next 30 years, as well as boosting biodiversity. They will create over 211,000 animal shelters, generate over 281,000 months of oxygen, and more than 70,000 days of employment.

In April 2023, 44 Arval UK employees planted 1,000 climate-resilient native trees, including oak, lime and cherry, at Appleton near Oxford, the sixth UK site that we have worked on with environmental specialists Reforest'Action who manage our 1 Electrified Vehicle = 1 Tree biodiversity initiative.

### Giving nature a helping hand

FOCUS

This year, our employees volunteered to help develop a Space for Nature programme, in the shadow of the Hackpen White Horse in Wiltshire.

The initiative was supported by the invertebrate conservation charity, Buglife and farmers from the Marlborough Downs, who have joined forces to create diverse and unique nature habitats on farmland throughout the area.

These spaces are used by families to learn more about nature through pond-dipping, bird-watching, and other activities. Our volunteers lent a hand to help clean and re-hang bird boxes, build a new deck for outdoor classroom activities and spruce up a storytelling den in woodland.

**We all had a great time and a productive day. It was very different to the day job but delivery of the new decking, den and bug hotel was great to see. In fact, I think a few of us have unearthed new talents. All in all, a very rewarding day."**

Harnam **SINGH NIJJAR**,  
Head of External Sales -  
IBO & Large Corporate  
of Arval UK

<sup>(1)</sup>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; <sup>(2)</sup>Battery electric or Hybrid (plug-in and full hybrid) vehicles.





## RAISING AWARENESS TO HELP OUR PEOPLE LIVE MORE SUSTAINABLE LIVES

This year we placed extra emphasis on working with employees to help them live and work more sustainably.

The French non-profit organisation, Climate Fresh, is part of BNP Paribas' commitment to raising employee awareness around climate change. Over 170 Arval UK employees have now taken part in the workshops, which highlights the causes and effects of climate change. As part of the session, our employees also learn how making more sustainable choices in our personal and professional lives can help to tackle the problem.

There was more help and advice for employees at a sustainability and well-being day at our Swindon office, which offered:

- chances to find out more about environmentally focused consumer products, such as toiletries, nappies and water saving devices
- home energy saving advice from local businesses
- the sale of preloved clothes from our local hospice charity Prospect Hospice
- details about the work of environmental charity, Buglife, which we have supported during the year
- demonstrations by two of our suppliers and their sustainable approach to new technology for tyres and repairing rather than replacing glass
- tasty food prepared from leftovers by our catering partners.

Our first Sustainability and Wellbeing Day gave our colleagues the opportunity to find out how some of our business partners are embedding sustainability in their products and services, as well as provide some good advice on how to improve their own sustainability and wellbeing. There was a chance to pick-up some free environmentally focused products to try at home, aiming to change people's personal purchasing preferences."

David KNILL,  
Data Protection Correspondent  
and Lead for the Environmental  
Working Pillar of Arval UK



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

**Arval UK**  
[www.arval.co.uk](http://www.arval.co.uk)

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BNP PARIBAS GROUP

For the many journeys in life