

EUROPCAR ENVIRONMENTAL CHARTER V2- April 24th 2008

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1. Purpose and motivation

To strengthen its existing commitments in sustainable management, Europcar formalises actions in order to minimise its environmental impact and improve the health and safety of customers and employees.

Environmental respect has always been a key objective for Europcar International. Indeed, ten years ago Europcar opened the first Environmental Station in Paris, offering customers the possibility to rent the first electric and hybrid vehicles.

Since then, Europcar has developed several Eco-citizen initiatives aimed at protecting the environment. These include: a fleet which is Euro IV* compliant at 99.6%, alternative gas power engines (Biogas, electric, hybrid, GNV); and across Europe, the Europcar Paperless program.

In order to give a solid international frame to all current local initiatives, widen their perimeter of application and make them a visible component of brand image, Europcar - as the leading European car Rental Company - commits to pursue its growth within a streamlined sustainable development, eco-citizen behaviour.

*** 338 120 vehicles / year acquired**

2. Field of application



Within its global corporate network, Europcar International is launching a mobilising process towards its fleet purchases (passenger cars), headquarter administration, local stations and maintenance centres in Europe. This approach also encompasses customers, employees, and partners' safety and health.

3. Communication targets

- **Individuals**
- **Business Houses**
- **Leisure partners**
- **Automotive groups**
- **Leasing companies**
- **Insurers**
- **Employees**
- **Franchisees**

To be recognised as the “greenest” car rental company, Europcar is implementing tangible and certified actions towards sustainable development.

Europcar is thus perceived as natural partner by organization sharing common values.

4. Characteristics (1/3)

Scope:

These environmental standards apply to all Corporate Europcar entities.

Features:

A. EUROPCAR COMMITS TO THE CHARACTERISTICS OF ITS CAR FLEET

EUROPCAR COMMITS TO PROVIDE CUSTOMERS A CAR FLEET PRESENTING THE LEAST HARMFULL EFFECTS:

1. EUROPCAR commits to measure the average age of its fleet on-rent.
This feature is communicated on a regular basis.
2. EUROPCAR is implementing a process to monitor and measure CO2 emissions of its fleet and will communicate the level twice a year.
3. The fleet complies at 99.6% to the Euro IV Standard related to the emissions thresholds, and whenever possible to the Euro V standard.

4. Characteristics (2/3)

B. EUROPCAR COMMITS TO THE MAINTENANCE OF ITS VEHICLE FLEET

1. EUROPCAR is implementing a supplier listing policy taking into account environmental, safety, health and ethical commitments.
2. EUROPCAR is implementing an investment programme related to equipment optimisation taking into account water saving, waste and fluid recycling, and employees' health and safety.

4. Characteristics (3/3)

C. EUROPCAR COMMITS THROUGH ITS SAFETY QUALITY & ENVIRONMENTAL POLICY

1. EUROPCAR implemented an organisation that allows the supervision of safety/quality standards implementation.
2. EUROPCAR has begun the ISO 14001 certification process.

D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH

1. EUROPCAR participates in “citizen” education of customer and employee awareness
2. EUROPCAR participates in customer awareness of the environmental effects
3. EUROPCAR requests that customers do not smoke in the vehicles in consideration of other customers
4. EUROPCAR gives benefits to customers through a policy aimed at reducing paper usage
5. EUROPCAR encourages employees to participate by sharing their ideas and suggestions
6. EUROPCAR offers customers the opportunity to offset carbon emissions

5. Commitments (1/13)

A. EUROPCAR COMMITS TO THE CHARACTERISTICS OF ITS CAR FLEET (1/3)

1. A FLEET PRESENTING THE LEAST HARMFUL EFFECTS

Commitments	Monitoring & measurement	Proof (audit)
<ul style="list-style-type: none"> EUROPCAR commits to measure the average age of its passenger car fleet on rent EUROPCAR communicates twice a year & gives the average age of its car fleet "on rent". 	<ul style="list-style-type: none"> Centralised fleet management system Report / List Measured through Europcar's computer system Age of vehicle: delivery date (the date of delivery is nearly equal to the initial registration date. Exclusive usage of brand new vehicles) (Date of the day - delivery date for each vehicle) / number of vehicles 	<ul style="list-style-type: none"> Centralised fleet management system Communication from Europcar

An adaptation period of 18 months is allowed for new companies that are acquired by Europcar.

5. Commitments (2/13)

A. EUROPCAR COMMITS TO THE CHARACTERISTICS OF ITS CAR FLEET (2/3)

2. CO² emissions measurement

Commitments	Monitoring & measurement	Proof (audit)
<ul style="list-style-type: none"> • Transparency on the CO² emission (average grams / driven Km) • EUROPCAR commits to communicate twice a year • EUROPCAR adds indicative CO₂ data to car groups on its websites 	<ul style="list-style-type: none"> ▪ Centralised fleet management system 	<ul style="list-style-type: none"> ▪ Fleet report & centralised fleet management system ▪ Communication on newsletter and on the website twice a year ▪ Websites

The emission is measured in average CO² grams / driven kilometre for the whole car fleet considered.
 The emission is tracked through a centralised fleet management system.



5. Commitments (3/13)

A. EUROPCAR COMMITS TO THE CHARACTERISTICS OF ITS CAR FLEET (3/3)

3. Euro IV & V standard.

Commitments	Monitoring & measurement	Proof (audit)
<ul style="list-style-type: none">▪ Definition : European emission standards are sets of requirements defining the acceptable limits for exhaust emissions of new vehicles sold in EU member states. The standards are defined in a series of European Union directives progressively introducing stricter standards▪ Commitment to anticipate and follow the new regulations (e.g.: EURO V)▪ Euro IV compliance > 99.6%	<ul style="list-style-type: none">▪ Report / List measuring passenger car on rent age (since 01 January 2006 all new passenger cars are compliant with EURO 4 standard)▪ Means of control: centralised computerised management of the vehicle fleet▪ Methodology of verification: date of registration or delivery date - find the oldest vehicles and verify that they are Euro4 (vehicles sold from 2005 were compulsorily Euro4)	<ul style="list-style-type: none">▪ European Emission Standards▪ Standards + Fleet report▪ Request to car manufacturers whenever applicable

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5. Commitments (4/13)

B. EUROPCAR COMMITS TO THE MAINTENANCE OF ITS VEHICLE FLEET (1/2)

1. Supplier* listing policy

Commitments	Monitoring & measurement	Proof (audit)
<p>EUROPCAR is implementing a supplier listing policy taking into account environmental, safety, health and ethical commitments</p> <ul style="list-style-type: none">- Water recycling- Waste, fluid recycling- Counterfeiting fighting- Ethical code- Non-toxic products	<ul style="list-style-type: none">▪ Contract with the supplier▪ Leadership Commitment (environmental and ethical policy)	<ul style="list-style-type: none">▪ Top Management commitment▪ Guidelines for supplier listing in the countries to be advised▪ Group procedure and ISO 9001 procedure related to purchase of non toxic products, spare parts...

*A supplier is a recurring provider linked by a service contract.
Systematic contract with the supplier (rule set up in the applicable procedures)

5. Commitments (5/13)

B. EUROPCAR COMMITS TO THE MAINTENANCE OF ITS VEHICLE FLEET (2/2)

2. Investment programme

Commitments	Monitoring & measurement	Proof (audit)
<p>EUROPCAR is gradually implementing water recycling or hydrocarbon separator units within five years wherever possible in order to comply with the environmental and safety requirements (water saving, waste & fluid recycling).</p> <p>Utilisation of non toxic products for the vehicles preparation must be applied according to the “Supplier Listing Policy” (customer & employees’ health and safety)</p>	<ul style="list-style-type: none"> Plan of new car washes replacement by latest generation equipments Utilisation of non toxic products 	<ul style="list-style-type: none"> List of stations where new car wash are implemented Products Purchasing Group Procedure Invoices Audit reports

5. Commitments (6/13)



C. COMMITMENTS ON SAFETY, QUALITY AND ENVIRONMENTAL POLICY (1/2)

1. Quality & Safety checks

Commitments	Monitoring & measurement	Proof (audit)
<p>EUROPCAR implemented an organisation that allows the supervision of safety / quality standards.</p> <p>Two levels of checks:</p> <ul style="list-style-type: none"> a. Intra countries audits: by internal auditors b. Inter countries audits *: by the holding company <p>Checked areas:</p> <p><u>Station</u>: Presentation, staff image, service</p> <p><u>Vehicle</u>: Safety items (lights, engine, tyres, legal documents, external and internal vehicle condition)</p> <p><u>Environmental actions</u></p>	<ul style="list-style-type: none"> ▪ Audits in countries 	<ul style="list-style-type: none"> ▪ Planning, list of trained auditors ▪ List of the main stations ▪ List of the audits planed and conducted ▪ Audit Guide (Vehicle audit form) ▪ Audit reports, analysis and exploitation of data collected, corrective actions.

Mystery audits *:

Rule set up in the procedure: when an audit does not achieve a minimum threshold of 75%, the station is audited again.

Should the follow-up audit not be suitable, corrective actions are demanded by the Holding Company.

A minimum annual audit is performed amongst the main corporate network locations. (42 auditors trained for conducting audits)

5. Commitments (7/13)



C. COMMITMENTS ON SAFETY, QUALITY AND ENVIRONMENTAL POLICY (2/2)

2. ISO 14001 certification

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR has begun the ISO 14001 certification process. Objectives: ISO14001 certification for the holding company by the end of 2008, all corporate countries certified by end of 2009 (IT, ES already certified)	<ul style="list-style-type: none">▪ Environmental involvement▪ Entities involved in the process (Holding company + 7 corporate countries)	<ul style="list-style-type: none">▪ Environmental Policies▪ ISO 14001 Certificates

EUROPCAR aims to have ISO14001 certification for the holding company by the end of 2008.

5. Commitments (8/13)

D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (1/6)



1. “citizen” education of customer and employee awareness

EUROPCAR distributes an online brochure advising on driving and behavioural “best practises” to protect the environment, health and personal safety.

Evidence: Document availability at locations and on the website.

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR participates in “citizen” education of customer and employee awareness	<ul style="list-style-type: none">Document advising on best practices to protect the environment, health, and personal safety.	<ul style="list-style-type: none">Publishing (online) of the educational documentInformation provided to drivers at check out, non-smoking logos inside the car, information in magazines and newsletter, website

5. Commitments (9/13)



D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (2/6)

2. Sinistrality education

EUROPCAR tracks the damage ratio for some key accounts by country. Such statistics are communicated to the customer to benchmark industry standards and implement the relevant corrective action plans.

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR participates in customer awareness of the environmental effects associated with driving	<ul style="list-style-type: none">Indicator: e.g. number of damages/10,000 rental days	<ul style="list-style-type: none">Statistical tools, follow up and communication to customers.

5. Commitments (10/13)



D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (3/6)

3. Request to customers do not smoke in the vehicles in consideration of other customers

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR requests that customers do not smoke in the vehicles in consideration of other customers	<ul style="list-style-type: none">▪ Reports	<ul style="list-style-type: none">▪ France and UK, 100% of the passenger car fleet is non-smoking▪ logos and specific communication

5. Commitments (11/13)



D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (4/6)

4. Paper usage diminution

Commitments	Monitoring & measurement	Proof (audit)
<ul style="list-style-type: none">• EUROPCAR gives benefits to customers through a policy aimed at reducing paper usage.• Paperless deployment• E invoicing deployment• E vouchers deployment	<ul style="list-style-type: none">▪ Reports	<ul style="list-style-type: none">▪ List of Paperless stations▪ E-invoicing and (EDI)▪ Number of e-vouchers issued

Paperless: electronic rental agreement format (less paper)

Current roll-out to main locations (e.g.: Nice, Orly, Roissy, Frankfurt, Munich, etc.)

5. Commitments (12/13)



D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (5/6)

5. Employees involvement

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR encourages employees to participate by sharing their ideas and suggestions	<ul style="list-style-type: none">▪ Number of emails received▪ Response time▪ Ranking	<ul style="list-style-type: none">▪ Dedicated email address▪ Number of new ideas implemented thanks to employees suggestions'

6. Commitments (13/13)



D. EUROPCAR CARRIES OUT ACTIONS FOR ITS CUSTOMERS AND THUS INVITES THEM TO PARTNER IN THE GLOBAL APPROACH (6/6)

6. Carbon offsetting initiative

Commitments	Monitoring & measurement	Proof (audit)
EUROPCAR offers customers the opportunity to offset carbon emissions	<ul style="list-style-type: none">▪ Link towards Partner	<ul style="list-style-type: none">▪ Websites▪ Report

Thank you



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