

# ACTING RESPONSIBIBLY



## 2016 BUSINESS REVIEW



**ARVAL**  
BNP PARIBAS GROUP

We care about cars.  
We care about you.

---

// We are proud to be a sustainable, ethical and caring company. Our commitment to corporate social responsibility (CSR) continues to be a fundamental part of our business culture and is valued by employees at all levels of our organisation and across all of our UK offices.

Consistent with the wider BNP Paribas Group, our activity is segmented into the four key areas of People, Community, Economy and Environment. This is how we divide our activity, and the way that we report progress, with each stream championed by an internal ambassador and supporting team of volunteers. This is a proven approach for us, giving our employees the autonomy to suggest, plan and deliver new activities which make a positive difference for our staff, our local communities, our customers and our wider industry.

2016 was another pleasing year for employee engagement levels and the results that we generated. Record funds were raised for local good causes, more volunteering days were carried out, new health and wellbeing clubs emerged and our employees were offered greater training and development opportunities than ever before.

At the same time, our focus on road safety remained strong. We won a Road Safety Award for our work in the community and we continued to support Brake, the road safety charity, as the main sponsor of their Pledge Programme.

We also added a new UK office as part of the acquisition of GE Fleet in Europe. Since then we have already begun sharing our approach to CSR amongst our new colleagues in Manchester and we're delighted by how engaged, enthusiastic and motivated they are to make a positive difference.

I hope that you see value in working with an ethical and responsible leasing partner and that you enjoy reading more about our activities in this CSR review.

//



**Benoit Dilly**  
Managing Director, Arval UK

## OUR PEOPLE

The Our People strand is focused on how we support our employees and celebrate diversity.

---

## THE COMMUNITY

Our Community responsibility means looking to make a positive contribution for good causes and the wider community.

---



## THE ENVIRONMENT

Environment is where we look to minimise our impact on the environment.

---

## THE ECONOMY

Economic activity is focused on developing sustainable and ethical products for customers.

---



## OUR PEOPLE



### Celebrating diversity

This was the third year that we took part in BNP Paribas Diversity & Inclusion Week.

We organised a number of events including Birmingham Pride where many of our employees joined with staff from BNP Paribas Real Estate and BNP Paribas Personal Finance to attend the Pride March. We also sponsored Swindon Pride.



Nicky Moffatt visits Arval



Employees dress up for Multicultural Day

During Diversity Week 270 staff attended events including an inspirational talk by the highest-ranking woman in the British Army (2009 – 2012), Nicky Moffatt. Plus we had guests from Swindon’s various communities to attend our Multicultural Day.

## Training and development

Investing in our employees is at the heart of our success, and our programme of training and development went from strength to strength. Throughout the year our employees took part in more than 1,356 training days (9,696 hours) with 393 courses delivered. This was an increase of over 170% against 2015.



**1,356**  
training days



**9,696**  
training hours



**393**  
courses delivered



**170%**  
more courses  
than 2015

## Health & Wellbeing

### Nuffield Gym

Workfit was introduced in partnership with the local Nuffield Gym. 98 people took part in the initiative, with a target to improve fitness in 12 weeks.

Some excellent results were achieved with a mix of weight loss and a feeling of improved physical and mental wellbeing.



### Swindon Travel Choices (STC)

To encourage an alternative way to travel, STC provide 2 pool bikes to Arval for employees to borrow at lunchtime, to ride home or for the weekend.

These bikes have been used regularly by a number of people over the last 6 months. This encourages our employees to be more active and consider a different way to travel to work.



## Sports and social clubs

Our employee-led Sports & Social Group continued to deliver activities including a new monthly craft workshop, a reading club and a number of sports classes. These compliment our existing running, cycling and walking clubs and on-site gym at our Head Office.



## THE COMMUNITY



### Raising over £11K for two great charities



**£4,000**



**£7,000**

Jillian Holloway and Adele Tidball took part in the London Marathon in April 2016 raising money for Children with Cancer £4,000 and Alzheimer's Society £7,000. This smashed their target of £2K for each charity. Despite Adele being a first timer at a marathon she says:

**//** If I can do it, anyone can! It all comes down to training and mind over matter. **//**

**Adele Tidball**  
Health & Safety Officer

Arval helped support the fundraising by hosting a cake sale, bingo and a monthly dress down day with money collected added to the total.

### GWH Radiotherapy Appeal



**£2,500**

A group of Arval cyclists rode 120 miles over 2 days in the Wye Valley and raised £2,500 for the Great Western Hospital Radiotherapy Appeal.

In addition to sponsorship for the cyclist, here at Arval we supported fund raising activities such as a raffle, bottle bag sale, cream teas and much more.



## Volunteering

2016 was a fantastic year for volunteering. 120 employees undertook 13 different charitable projects which totalled 655 hours. This was an increase from 98 employees and 526 hours in 2015.



**120**  
employees



**655**  
hours

The teams worked with and supported a variety of charities from a Scout Hut in Solihull to a Wildlife Centre in Wiltshire.

Our colleagues from Birmingham and Manchester joined forces to remove an invasive plant called Himalayan Balsam at Solihull Scout Group before it set seeds and spread.

Several Swindon teams spent time preparing the ground for new fox and squirrel pens at The Oak and Furrow Wildlife Rescue Centre.



## Business in the Community (BITC)

Arval is committed to making a difference in our local communities which includes being active members of Business In the Community (BITC), a responsible business network in the UK that helps tackle some key issues. As part of BITC's education focus, we invested in their "Business Class" programme and took part in the Swindon Work Inspiration event aimed at inspiring Year 10 students with routes to employment.

We showcased our customer service methodology BRAVO to over 400 students, giving them an insight into the customer focussed skills needed in a customer service-led organisation. We did this through an "Oscars" themed interviewing experience getting them to think about how to create a positive first impression, asking great questions and always being outcome orientated.

## Road Safety

Arval won the "Road Safety in the Community" award at the Brake Fleet Safety Awards in September, organised by Brake, the national road safety charity.

The award was in recognition of our long-standing commitment to improving road safety in our local communities through education programmes and initiatives with our employees, our customers and young drivers.



also received recognition at the awards for their road safety programme aimed at improving the safety of their own employees and business drivers. We had worked closely with Rank on their safety campaign and policies, helping them to organise a "Road Safety" day at their head office.



Arval wins at the Brake Fleet Safety awards



Arval actively implements initiatives across our sites in the UK, launching sustainable and ethical products and services for our customers. We are committed to increasing awareness amongst customers of our sustainable approach to fleet policy and whole life cost methodology.

## Arval Active Link

Arval Active Link is our new telematics solution, offering our customers fleet intelligence to help reduce costs, ensure compliance, increase efficiency and improve driver behaviour.

The solution includes fuel efficiency and CO<sub>2</sub> emissions monitoring so that fleets can benchmark performance against vehicles and influence decisions to reduce impacts. The driving behaviour option also demonstrates how improvements to Eco-Driving (such as reduced idling and less unnecessary acceleration) reduce fuel consumption and the overall carbon footprint of their fleet



## Recognition

We continuously look for ways to deliver excellent products and services for our customers. The awards received in 2016 were in recognition from the industry, of our ability to do just that.



Organised by leading industry publication Fleet News, the FN50 Customer Service Awards form part of the FN50 Dinner. One of the largest and most prestigious events in the fleet calendar is attended by fleet managers, journalists, suppliers and other leading players within our industry.

We were delighted that Jayne Sheehan, Account Manager in our Corporate Sales Division, won the Individual Customer Service Award at the FN50 Awards.

According to Fleet News, this particular award was created to recognise an individual who has gone above and beyond the call of duty in the levels of service that they deliver to their customers and drivers.



We won the Innovation in Risk Management Award at the Fleet World Honours thanks to our Fleet Insurance Policy (FIP). It provides an innovative, cost-effective and convenient solution for our customers.



Our Fleet Decision Toolkit, developed by the Arval SME marketing team, won the Fleet Management Award at the 2016 BusinessCar Fleet Technology Awards (the Techies).



Arval won the "Road Safety in the Community" award at the Brake Fleet Safety Awards in September, organised by Brake, the national road safety charity.



## E-billing

The percentage of our customers using E-billing (online invoicing) and E-signature (a secure online system for signing documents and contracts), has continued to grow during 2016.

This environmentally friendly, but secure approach to receiving invoices and contracts, means we've reduced our paper usage by over 511,847 pages.



**511,847**  
less pages  
in 2016



# THE ENVIRONMENT

Arval is committed to reducing it's environmental impact and carbon footprint.



## Carbon Trust Standard

Our parent company, BNP Paribas, has achieved Carbon Trust Standard Certificate for carbon management for the first time. The standard is a leading independent certificate of an organisation's achievements in reducing its environmental impact. Arval and our other UK entities are covered by this certificate.



During 2016 we reduced our paper usage by at least 511,847 pages by sending documents electronically. This is the equivalent of a tower of paper almost as tall as 11 London buses.

We continued to offset our emissions by buying carbon credits and supported the Mai-Ndombe project in the Congo in Africa. This initiative helped to support improved access to potable water, agricultural and economic diversification, education and healthcare development. For more information follow this link:

<http://www.coderedd.org/redd-project/wwc-mai-ndombe/#.W00ELnkzXcs>



## ISO 14001

We are proud to retain ISO 14001 certification. This is an environmental management standard to ensure that we have effective environmental systems and policies in place and that we manage and monitor our environmental impact.



# And finally...

**655**  
hours

charitable volunteering



Arval won the "Road Safety in the Community" award at the Brake Fleet Safety awards in September.



**270**



staff attended  
Diversity & Inclusion  
Week events

Our Fleet Decision Toolkit, developed by the Arval SME marketing team, has won the Fleet Management Award at the 2016 BusinessCar Fleet Technology Awards (the Techies).



More than  
**£33,000**  
raised for local charities and good causes.



**x2**  
Swindon Travel Choices provide 2 pool bikes to Arval for employees to borrow at lunchtime.



E-billing leads to a reduction of  
**511,847**  
pages in 2016



Arval won the Innovation in Risk Management Award at the Fleet World Honours thanks to our Fleet Insurance Policy (FIP).



BNP Paribas has achieved Carbon Trust Standard Certificate for carbon management for the first time.



**393**  
training courses were delivered.



We retained  
**ISO 14001**  
Environmental Certification.



Arval UK Limited (Whitehill House, Windmill Hill, Swindon, SN5 6PE. Registration number 1073098. VAT Registration GB 202 1441 76)  
is authorised and regulated by the Financial Conduct Authority | Email: [info@arval.co.uk](mailto:info@arval.co.uk) | Telephone: 01793 887000

TC.1553.03/17



**ARVAL**  
**BNP PARIBAS GROUP**

**We care about cars.  
We care about you.**