

Code of Ethics & Commitments

Europcar



FOREWORD



This Code aims to raise our stakeholders' awareness of the key ethical principles that apply at EUROPCAR, without amounting to a comprehensive or exclusive list. These principles apply fully to all our activities.

This code has also been designed from several international references to which EUROPCAR is adhering:

- The United Nations' Universal Declaration of Human Rights
- The European Convention on Human Rights
- Various conventions of the International Labor Organization, particularly Conventions 29, 105, 138 and 182 (child labor and forced labor), 155 (occupational safety and health), 111 (discrimination), 100 (equal remuneration), 87 and 98 (freedom of association, right to organize and collective bargaining)
- The OECD Guidelines for Multinational Enterprises
- The UN Convention on the Rights of the Child
- The UN Global pact



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① EUROPCAR BUSINESS ETHICS



EUROPCAR has developed a set of principles governing our behaviour. They are summarized in this Code of Ethics and Commitments. All employees of the Group are responsible for the effective application of these principles.

THESE PRINCIPALS ARE:

- Comply with national and international laws and regulations;
- Respect the dignity and the human & property rights of our employees, customers, industrial and commercial partners, and shareholders, whether they are defined by local or international texts;
- Preserve the environment in all our activities;
- Avoid situations of personal conflict of interest that could be contrary to the interests of our Group;
- Protect data of our Group, its customers, projects, offers and manage this confidentiality according to the company's internal procedures;
- Protect the company's assets and resources;
- Encourage all internal and external initiatives that improve our social and environmental performance and help our company grow sustainably.

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



> TOWARDS OUR CUSTOMERS AND CONSUMERS

- ***Europcar aims to develop services that meet or exceed our customers' and consumers' expectations to fully deserve their trust.***

Europcar's commitments:

- communicate clearly and transparently on the conditions of access to our services (legal nominal information protected outside the strict fulfilment of their professional tasks).

- ***Europcar's objective is to guarantee data security and privacy.***

Europcar's commitments:

- take every action needed for compliance with regulatory requirements and especially the Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the requirements and recommendations of the French data privacy authority (Commission Nationale Informatique et Libertés);
- implement the technical means required to protect against unauthorized access, particularly to guarantee the confidentiality of our customers' data;
- create the conditions ensuring EUROPCAR's transparent use, for the parties affected, of their data, fully respecting their rights to information, correction and modification;
- raise all employees' awareness – and train the company's top managers – regarding the prohibition of accessing nominal information protected outside the strict fulfilment of their professional tasks.

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



> TOWARDS OUR EMPLOYEES

- *Europcar's intention is to preserve employees' health and safety.*

Europcar's commitments:

- ban and actively fight all forms of intimidation and harassment;
- ensure compliance with all applicable regulations;
- promote employee and manager training on working methods, regarding compliance with rules, instructions and safety procedures, using security equipment.

- *Europcar's objective is to promote equal opportunity within the company.*

Europcar's commitments:

- ban and actively fight all forms of discrimination;
- ensure employees' career advancement is based on criteria of professional skill and ability only – without distinction of origin, sex, customs, sexual orientation, age, family situation/pregnancy, genetic characteristics, supposed or actual membership of an ethnic group, nation or race, political opinion, trade union or complementary insurance activities, religious convictions, physical appearance, name, state of health or disability of any kind.

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



- ***Europcar's objective is to enable its employees' self realization at work.***

Europcar's commitments:

- encourage the development of professional skills through adapted training programs that square the company's needs with employees' career expectations;
- ensure fair recognition of skills and performance through professional assessments, at least once a year, aiming to define the individual prospects open to each employee;
- inform employees of the possibilities and opportunities for advancement within EUROPCAR through dedicated communication tools;
- opt for, whenever possible, internal promotions;
- encourage managers to build a positive working environment, particularly through mutual respect, recognition of the right to make mistakes, the promotion of team spirit and regular information of their team members.

- ***Europcar encourages positive labor relations and employees' freedom of expression.***

Europcar's commitments:

- respect union rights and foster the management-employee dialogue through the various representative bodies;
- ban all forms of discrimination linked employee representation work;
- ensure regular information of all employees through dedicated methods of communication on company news and events that could affect EUROPCAR directly or indirectly, individually or collectively;
- promote the free expression of every employee's ideas, regarding both his/her management and colleagues, in the spirit of mutual respect required for everyone's expression;
- provide each employee with means of appeal, particularly through EUROPCAR's written standards of disciplinary action, guaranteeing compliance with the rules of fairness regarding a management decision affecting him/her

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



- ***Europcar aims to prevent insider trading and the unwarranted use of confidential or privileged information.***

Europcar's commitments:

- make all employees aware and train top managers regarding the strict ban on the use of privileged and confidential information to conduct or enable (directly or through intermediaries) an operation

prohibited by law on a regulated market or to act in this way for personal profit, for the benefit of others or, more generally, for any speculative motive.

> TOWARDS OUR INDUSTRIAL AND COMMERCIAL PARTNERS

- ***Europcar objective is to choose industrial and commercial partners able to provide guarantees that they operate in their respective countries, in compliance with fundamental labor rights, as defined in particular, by the international labor organization.***

Europcar's commitments:

- work with industrial and commercial partners commit to comply with:
 - the ban on child labor and forced labor;
 - the ban on practices detrimental to human dignity, including discrimination and harassment based on sex, age, customs, actual or supposed membership of a race, ethnic group or nation, disability, sexual orientation, opinions or religious, political or trade union activities;

- implementation of legal mechanisms that guarantee employee representation and the defense of labor rights within the company;
- compliance with regulations applicable, in particular, to working conditions and working hours;
- implementation of mechanisms designed to promote open labor relations, where they exist;
- compliance with applicable regulations regarding health and the environment

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



- ***Europcar objective is to ensure mutual respect for the principles of loyalty in all our industrial and commercial relations.***

Europcar's commitments:

- comply and make our employees comply with the rules of competition;
- ensure that no action taken amounts to an anti-competitive practice;

- enforce compliance with the rules of industrial, intellectual and artistic property, by prohibiting the unauthorized distribution of works, documents, software and, more generally, all materials protected by such rights.

- ***Europcar objective is to prevent all forms of active or passive corruption.***

Europcar's commitments:

- comply and enforce our employees' compliance with:
 - regulations prohibiting active and passive corruption;
 - regulations governing the financing of political activities.

- ban any retribution, benefit of any kind, or gift other than of symbolic value, from or to a third party in a business relationship with EUROPCAR.
- ensure that our partners commit to complying with these regulations and rights in their relationships with EUROPCAR.

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



> TOWARDS STOCK MARKET

- ***EUROPCAR aims to promote its success and to act with respect for its shareholders to earn their trust. Therefore, EUROPCAR attaches major importance to information quality, and ensures transparent reliable communication with regard to all its stakeholders.***

Europcar's commitments:

- ensure equal treatment for all shareholders who are in the same position;
- ban the dissemination of inaccurate information, communication and utilisation of insider information and price-fixing;
- ensure that employees keep confidential any non-public information which could affect the price of EUROPCAR's shares or any other listed Group shares remains confidential until it is published by the proper parties. In particular, information concerning results, forecasts and other financial data, information concerning purchase and selling plans, commercial offers, new services or know-how, all decisions by oversight authorities, loss or securing of a major contract, or information concerning ongoing legal proceedings or litigation and human resources must be considered strictly confidential;
- refrain from carrying out transactions on EUROPCAR's shares or any other listed Group shares until information that could affect their price has been made public;
- ensure that transactions made by its employees on stock market, whether they are carried out in the exercise of their functions or as personal transactions on the Group's listed shares, adhere to the laws and regulations governing financial activities;
- ban utilisation of confidential information for personal profit directly or indirectly, or in order to enable a third party to carry out a stock market transaction.

② OUR OBJECTIVES AND COMMITMENTS TO OUR STAKEHOLDERS



> TOWARDS ENVIRONMENT

- ***Europcar objective is to minimize its business' environmental footprint, while ensuring compliance with environmental regulations, reducing the nuisances caused by its services and infrastructures, and by cutting its consumption of power and raw materials.***

EUROPCAR'S key objectives:

- reduce its water use;
- reduce its energy use by developing the acquisition of hybrid and electrical vehicles and through the promotion of sustainable mobility;
- reduce its CO² emission by providing customers with a greenest fleet;
- limit and reduce the environmental impact of its activities;
- deals with waste management effectively;
- raise awareness and promote greater environmental responsibility;
- ensure compliance with Europcar Sustainable Development Charter, ISO 14001 certification and, participation in the UN Global Compact.

③ PROMOTION AND APPLICATION OF THE CODE



- > This Code is appropriately communicated to all EUROPCAR employees and, when required, to EUROPCAR's various interlocutors. It is available to all employees on the company intranet, as well as from the Communication Department.
 - > EUROPCAR's top managers are specifically trained regarding the Code's application and are responsible for raising their teams' awareness in this respect. In addition, through their exemplary conduct in all circumstances, they promote the Code's principles and commitments, while ensuring that it is applied by their teams.
 - > EUROPCAR's Management board will conduct an annual review of the Code's proper application and its broad distribution.
 - > Assistance and advice can be obtained from the Group's Compliance Committee. Its purpose is to help any employee who wishes to correctly apply the Code's principles and commitments, entirely confidentially and with the assurance that answers will be provided within a reasonable time frame.
- > This Committee will deliver in due course a report to EUROPCAR's Management Board, with suggestions of initiatives and actions that it deems useful or necessary to guarantee the enduring nature of the pledges contained in EUROPCAR's Code of Ethics and Commitments.
 - > This Committee does not, in any way, replace existing structures and processes involved in the implementation of this Code (e.g. the management system, the Human Resources Department, employee representatives, the labor mediator and any other department involved (Legal, Internal Audit, Environment, etc.). Nor is the Committee an appeals board that reviews management decisions or actions contrary to the principles of the Code.



Europcar