

CHABÈ

CSR RAPPORT
2021 

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Editorial



Corporate Social Responsibility (CSR) is about addressing all the social, societal, environmental, and economic implications of our business. Put simply, it is the company's overall contribution to achieving our sustainable development goals.

As we strive to operate an environmentally-friendly and ethical business, CSR is a significant part of Chabé's business strategy. To succeed, whether for major projects or our everyday activities, CSR needs to be thoroughly integrated into our operations and involve all our stakeholders, starting with Chabé's employees.

As a passenger transport company, we have a unique and important role to play, making our actions both vital and impactful.

We can make a real difference in an area where negative environmental impacts are widely recognised. This is yet another challenge we must meet and probably, the most important one we face today.

Ambitiously and proactively moving forward in this direction will give us a significant advantage over our competitors and will set us apart. We even hope to create a ripple effect for other companies, particularly our competitors and trade associations, who have not yet adopted this approach. Being a leader in our field means that we can hopefully achieve this, so that our CSR initiative has the greatest possible impact, even beyond Chabé.

A company cannot simply focus on its own growth while ignoring the consequences of its actions on society. It must re-evaluate its role. The Chabé CSR policy encourages us to question our operations and practices and to develop a proactive approach to progress, for our employees, customers, suppliers and the environment.

In 2021 we have been able to put a framework in place for our CSR policy and, in this second report, we are pleased to present you with the results of our commitment.



Our CSR Policy

Our CSR policy was consolidated this year, notably with the appointment of a CSR Manager, enabling us to ensure the development and sustainability of our strategy. Our objective is to make CSR an integral part of our daily operations throughout the entire organisation.

We prioritise our commitments and the actions we take based on their practical impact. Firstly, we use a CSR maturity model, in compliance with the ISO 26000 standard, which enables us to identify our priority areas. We also run an assessment of our carbon footprint, which was conducted for the first time this year. To have the greatest possible impact in the shortest time frame, prioritising our actions is essential.

Our policy is based on various aspects, the most significant for Chabé being:

- Environmental protection
- Customer satisfaction
- Being a responsive Employer

In addition to these actions, we are also embarking on a global CSR certification process, which will enable us to develop future projects and, in the long term, to obtain global recognition for our commitment.

Stakeholders

We want to share our CSR commitment with our stakeholders. Consequently, we have dedicated a page on our website to CSR, to inform our customers, business partners and the general public about our achievements.

Furthermore, it is essential that our employees are involved and invested in this process, and this requires more communication within the organisation. In 2021, we published an introduction to climate change. This leaflet was sent by email to all the group's employees with the aim of explaining today's challenges and the role that Chabé can play through our commitments.

Our goal for 2022 is to raise awareness on other topics, such as Diversity, Equality and Inclusion as well as providing an introduction to CSR for all newcomers to the company. We are also planning to introduce activities for employees to boost their sense of involvement and to make CSR an integral part of our corporate culture.



Sustainable Development Goals

Chabé's 3 CSR commitments are based on 9 of the 17 sustainable development goals (SDGs) defined by the UN:



Goal 3: Good health and well-being



Goal 5: Gender equality



Goal 7: Affordable and clean energy



Goal 8: Decent work and economic growth



Goal 9: Industry, innovation and infrastructure



Goal 12: Responsible consumption and production



Goal 13: Climate action



Goal 15: Life on land



Goal 16: Peace, justice and strong institutions



Environmental Protection



Sustainable Mobility

As a transport operator, we have a great responsibility in terms of CO2 emissions from our vehicle fleet. The transport sector represents one third of national Greenhouse Gas emissions in France, so rethinking our mobility is one of the major challenges our business faces.

Circular Economy:

Our business is part of the functionality economy, as we provide a transport service rather than the purchase of goods. It is this type of service that will allow us to create more agile and sustainable mobility for the future, with less vehicle production, less traffic congestion and less space required for parking. In fact, each vehicle in our fleet is used more intensively than a private vehicle, resulting in an improved rate of return on depreciation (number of kilometres travelled) from its production through to the end of its life cycle.

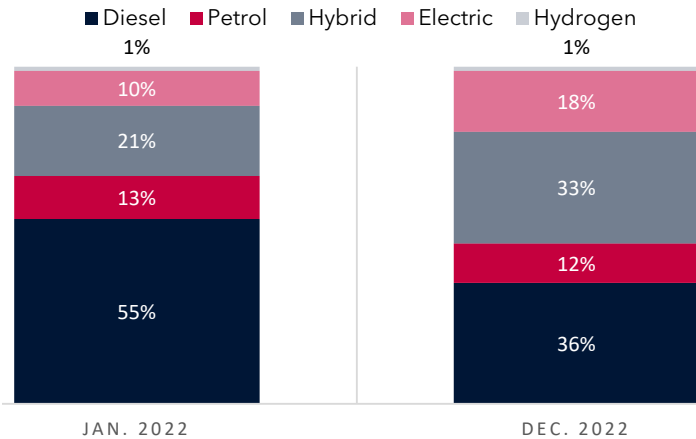
Transition to low-carbon emission vehicles:

Our business and the majority of our Greenhouse Gas (GHG) emissions come from our vehicle fleet, which is why in 2020 we began the process of transitioning our entire fleet to electric vehicles, and providing adequate charging facilities. We have already begun to renew our service fleet with all-electric vehicles.

In 2021, we ramped up this process, as new models were released. By January 2022, 32% of the Group's fleet was made up of low-carbon vehicles (hybrids, electric and hydrogen). Our target for December 2022 is for the Group's fleet to be made up of 50% low-carbon vehicles. Needless to say, we are dependent on the delivery of new vehicles, which may extend this timeframe.



GROUP FLEET



The electrification of the fleet requires adapting our charging infrastructure. In 2021, we installed 8 charging point of 22 kVA at our Nanterre site, and we plan to add one fast charging station of 175 kVA this year. This will be completed with more 7.5 or 22 kVA charging points, if required, with the arrival of our new low-carbon vehicles through the year.

Eco-driving training for our chauffeurs

Eco-driving is one of the key tools available to us to improve road safety, in addition to reducing fuel consumption and therefore GHG emissions per kilometre travelled. We have included a compulsory eco-driving module in our chauffeur training programme.

In collaboration with one of our suppliers, we have produced an informative video on driving and charging electric and hybrid vehicles. Indeed, these new models do require some initial training, and we assist our chauffeurs with this process to ensure that the transition is as smooth as possible.

Improved monitoring of CO₂/km

In 2021, our fleet had an average emission rate of 196 g CO₂/Km.

We are able to measure our CO₂ emissions, but our aim is to automate this process. In effect, this measurement allows us to monitor the efficiency of all our operations and to determine the impact of each journey made. It is also a means of transparency to raise our customers' awareness and enable them to make an informed choice.

Carbon compensation

While all these measures enable us to reduce our overall environmental impact, our business continues to emit GHGs and therefore, pollute.

As a result, at the end of 2020, we decided to set ourselves a goal of carbon neutrality. We offset the emissions from the journeys made by Chabé's customers with our vehicles and those of our subcontractors. In 2021, this represented a total of 809 tons of CO₂ equivalence offset.



FONDATION GoodPlanet

Through our partnership with the GOODPLANET Foundation, we fund projects that reduce other emissions or sequester carbon. We have chosen Gold Standard certified environmental and social field projects to support populations most vulnerable to climate change. This year, our contribution will enable a solar oven initiative to be developed in Bolivia, as well as energy recovery from household waste in Madagascar, Togo and Cameroon. In addition to their environmental impact, these projects improve the quality of life of local people, reduce pollution, and develop the local economy in a sustainable way.



“The reality of climate change and the level of its impact on people, biodiversity and resources affects us all and requires us to take more action. With Chabé’s support through a carbon neutrality contribution programme, the GoodPlanet Foundation can develop projects that ensure a positive impact on the climate, biodiversity and living conditions of vulnerable populations.”

Albane GODARD, Directrice Générale de la fondation GoodPlanet

Carbon Footprint

In 2021, for the first time, Chabé conducted a complete carbon footprint assessment of its operations for 2020 and 2021. The aim of this exercise was to better understand the consequences of our business and to define an action plan to prioritise the areas that have the greatest impact. This has also allowed us to monitor the progress of our efforts and their results over time.

We conducted this assessment under the official assessment guidelines, and across all scopes of the business. Scopes 1 and 2 represent the company’s direct emissions, while scope 3 includes all emissions outside the company but on which it depends:

- Scope 1: Fuels of our vehicle fleet, refrigerants (air conditioning)
- Scope 2: Electricity
- Scope 3: Purchases, waste, IT equipment, employees and business travel, real estate and vehicle depreciation, fuel and depreciation of our subcontractors.



Carbon footprint	2020	2021
Scope 1	432 TCO2e	679 TCO2e
Scope 2	6 TCO2e	10 TCO2e
Scope 3	919 TCO2e	934 TCO2e
Total	1 359 TCO2e	1 623 TCO2e

Within this scope, our GHG emissions for 2021 represented 1,623 tonnes of equivalent CO2. Of this total, we identified the three most significant sources of emissions:

Fuel (petrol and diesel) for our fleet (41% of our emissions): Fuel is a direct emitter of greenhouse gases and relates directly to our volume of business, i.e. the number of kilometres driven. It can therefore vary greatly from one year to the next. However, thanks to our transition to electrification, we are starting to achieve greater energy efficiency per kilometre travelled (gCO2/km).

Purchases (13% of our emissions): Chabé's purchases and services emit their fair share of GHGs, with IT products accounting for more than half. Indeed, our business depends on the IT system for monitoring software and devices (computers and telephones).

Depreciation our vehicles (9% of our emissions): This section represents the impact of vehicle construction on its lifetime. We calculate it based on the accounting depreciation value of our fleet. This value may increase slightly with our new low-carbon vehicles since they are heavier than their thermal equivalent.

2020 was a year with a reduced level of business, which explains the difference with the results for 2021, when we started to gradually recover. Nevertheless, our CO2 emissions increased by 19.4% while Chabé's turnover increased by 65.9%: Our CO2 consumption in relation to our turnover therefore significantly improved, down by 33.8%.

Environmental management system

Measuring our carbon footprint is the first step in establishing an environmental management system. We will now track our consumption of water, energy, waste, and greenhouse gas emissions every year. In 2022, we will also conduct an EcoFlux diagnostic with BPI France to identify the measures to be taken on these various flows.

Given our sector, our consumption is directly related to our volume of business, so we have put in place efficiency indicators to be able to monitor the actual evolution over the years:



Indicators	2020	2021
Water consumption in m3	2 067	2 745
Water intensity (total consumption of water in L per K€ of turnover)	193	143
Electricity consumption in MWH (vehicles excluded)	155	236
Energy intensity except from fleet (Electricity consumption in kWh per K€ of turnover)	15	11
Average carbon intensity of our fleet (gCO2eq emitted per km)	T4 2020 : 211	196
Total carbon intensity of our activity (TCO2e per K€ of turnover)	127	84

Responsible Purchases

Our purchases form part of the impact of our business, albeit indirect.

We have assessed the products we buy for our garage and maintenance areas, and sourced greener alternatives where possible. We have also developed a sustainable procurement guide for office supplies to support our general purchasing.

For 2022, we aim to increase the focus on our value chain by establishing a code of conduct for all our suppliers and subcontractors.

Digital Responsibility

Digital technology is a significant part of our business, and this is reflected in our carbon footprint. We have already put in place internal measures to replace our equipment when necessary, but also to resell equipment that is still functional to our employees at low cost. In 2021, we gave a second life to five devices, phones and computers.

The next step is to select a service provider who can either recuperate existing equipment and repair it as quickly as possible, or recycle it. This will also allow us to track the second-life or end-of-life of our electronic devices in more detail. This is an opportunity to create a responsible digital management policy, and, more specifically, implement ecological criteria for purchasing.



Customer Satisfaction



Data protection

Data is now at the core of the business value chain. When well managed and secure, it allows companies to become more efficient and competitive, to personalise and strengthen relationships with customers, to expand into new markets, and to improve services.

Chabé is continuously improving its data protection practices. Following an audit conducted in 2018 by an external consultant, we reviewed and upgraded our various IT systems to ensure they were aligned with current standards.

This included closing our existing data tracking system, which did not meet all the GDPR criteria, and implementing a new payment system, which removed all credit card data from our systems.

Finally, we have segmented our passenger databases according to customers. This enables us to respond effectively to all requests for access to data from our customers, who have the right to view and manage or delete their content.

In 2022, we will continue to strengthen the overall security of both our data management and information systems.

Customer Satisfaction

In April 2021, the Marketing Division introduced a satisfaction questionnaire sent to customers after they had received a bespoke service.

The aim of the questionnaire was to measure the satisfaction of our customers and passengers, both before the journey (quality of communication, response time, reservation, and confirmation of services) and during the journey (communication with the chauffeur, quality of the service, safety, and well-being on board).

Our goal is to gather qualitative and quantitative feedback to enhance our customer's experience. This survey was completed by mystery customers who tried out our services and completed an LQA questionnaire at the end of the service, which was presented to our trade partners and which led to the payment, or not, of an annual bonus to the chauffeur.



In 2021, the satisfaction questionnaire was run with a sample of customers who used our services and answered by 14% of them. Of the responses received, 94% of customers were satisfied with the quality of the communication with the Group's sales teams when making a reservation and 96% were satisfied with the quality of the bespoke travel service. More than 96% of respondents stated that they would recommend our services to their professional and personal entourage.

We will continue to improve the satisfaction tool and develop it on several communication channels in order to collect as much feedback as possible and obtain a better response rate.

Our objective for 2022 is to maintain an overall satisfaction rate exceeding 95%, based on the anticipated recovery in our business.

Being a Responsible Employer



Chabé's quality of service and success relies on its employees, which is why our role as a responsible employer is an essential part of our CSR policy. Our HR Charter outlines our policy, based on six core values: Integrity, respect, fairness, employability, trust, and health & safety.

Our Human Resources policy focuses on four primary areas:

- Sustainable employment
- Health & Safety
- Training
- Diversity and Inclusion

Sustainable employment

We always aim to offer permanent contracts to all our full-time chauffeurs, which accounts for 84% of our employees. Chauffeurs are paid fairly and well above the legal minimum wage in all the cities where we operate. We also offer all vacancies internally in the first instance.

To provide a structure for career development within Chabé, we have initiated a skills assessment plan, which we are continuing through 2022.

We are fully compliant with all national and international employment and human rights laws in each location where we operate, including the Universal Declaration of Human Rights. We ensure that employment is voluntary and that all notice periods are reasonable, offering each employee the option to terminate their employment. We do not employ children below the minimum legal requirements.

To provide our service we collaborate with subcontractors and a network of partners, with whom we have official contracts. We ensure that all parties comply with labour law legislation by asking them to provide us with all the necessary documents.



Health & Safety

Ensuring the health and safety of our passengers and employees is essential for Chabé. This includes raising awareness internally. Consequently, this year, in partnership with our insurer, we have introduced a prevention newsletter focusing on best practices. All our employees, including administrative staff, receive this e-mail every month. Since it was introduced, we also have been able to access statistics on the rate at which emails are opened and read. Our aim is to validate the mailing list by ensuring that everyone receives it, and to encourage more people to read the content.

In addition, we plan to complement this with short awareness training on topics such as stress management, ergonomics, and physical activities.

We monitor accident frequency and severity indicators, according to the data provided by the health insurance company (for the prior year). The indicators in red are lower than the regional and national average for our business sector:

Chabé	2018	2019	2020
Frequency of accidents (no. with time off work *1000000/ no. of total worked hours)	38.73	19.22	« Indicators not reported: Covid outbreak and use of short timereduced working hours makes calculation impossible.»
Gravity of accidents (no. of lost days *1000/ no. of total worked hours)	2.22	2.57	

Training

Training is an essential part of our policy as a responsible employer. It allows us to increase the skills and employability of our workforce while ensuring that our services retain the highest standard.

Training is organised to encourage employees to continue to progress in their careers and to develop and update their skills. In 2021, Chabé employees received 1,379 hours of training, the equivalent of 7.6 hours per person.

Some joint training courses are provided to support the workplace or to help develop new skills to support the group's development. Over the course of the year, 74% of our chauffeurs on permanent contracts received "Chauffeur d'Excellence" training.

Diversity and inclusion

Our Diversity and Inclusion policy demonstrates our commitment to welcoming, recognising and promoting all talents to enable their development within the group. To achieve this, we have created a caring environment by taking an inclusive and non-heteronormative approach, free from harassment and discrimination.



We have decided to reinforce our commitment by drawing up a Diversity and Inclusion Charter which details the 5 pillars of our ambition:

1. Cultural Diversity

Cultural diversity is an essential asset for achieving our goals, which we nurture and promote every day. It reflects our customers, who come from many different backgrounds, cultures, languages and histories. Chabé is made up of people of many different nationalities from different continents.

We strive to create inclusive job opportunities and to select our candidates based on their knowledge and skills. In addition, we pay special attention to specific competencies, such as rare language skills, which are highly valued in our business.

2. Gender diversity

Chabé is fully committed to gender equality.

The transport industry is still culturally dominated by men, so it is essential to improve our vision of this profession and to fight against discrimination to achieve greater diversity among our chauffeurs and in positions of responsibility.

The Gender Equality Index, and its indicators, is an effective way to monitor this issue internally. In 2021, on the two indicators that we can measure (the gender gap rate and 10 highest salaries), we have obtained good results. Our main area for improvement is to increase the number of women employed to be able to calculate all the indicators.

The management and the trade associations have established a collective agreement on gender equality in the workplace until 2024, with indicators that are monitored internally.

In addition, we are aiming to recruit more female chauffeurs on permanent contracts at Chabé. We already work with a female team for specific events, but we are having difficulty recruiting women on a long-term basis. We are therefore working on our recruitment strategy and are looking to increase the number of female applicants we receive.

Chabé	2020	2021
Percentage of women	15%	17%
Percentage of women at management position	67%	50%

3. Inclusion of employees with disabilities

Chabé strives to create a work environment adapted to any disabilities of its employees. In this aim, we work with occupational therapists to adapt job roles and working hours for employees based on the recommendations made. We want to welcome all talent and we actively promote equality of opportunity.



In 2022, we plan to increase employee awareness of disability in the workplace and expand our recruitment networks to reach a more diverse audience. We will also be supported by Agefiph in developing a global approach to improve inclusion at all levels of the company.

4. Combating discrimination related to sexual orientation (LGBT+)

Open-mindedness is a key value at Chabé, we respect the personal life choices of each of our employees. The Diversity and Inclusion policy must allow everyone to express themselves without apprehension or embarrassment, in a professional and caring context. Chabé has a Sexual Harassment Advisor appointed by the members of the Economic and Social Committee to guide, inform and support employees in dealing with harassment and sexist behaviour. In addition, the Human Resources department is always on hand to listen to employees who are being discriminated against on the basis of their sexual orientation or gender identity, and is also ready to accompany any employee, who so wishes, in their transition.

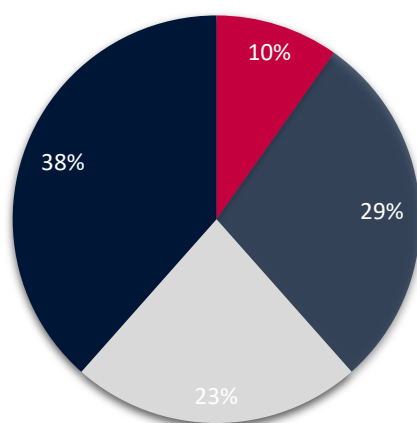
5. Intergenerational Diversity

Chabé strives to maintain a broad representation of age groups in its workforce and is a strong believer in the value of complementary experience and intergenerational perspectives.

We have a policy of keeping older workers in employment to help them reach their retirement and to encourage them to pass on their knowledge and skills. We are also developing a policy to employ students via work-study contracts to train them and prepare for recruitment.

We have a wide diversity in terms of age, which we want to maintain as this is a real asset for the company.

Workforce by age



■ less than 30 yrs ■ 30 to 39 yrs ■ 40 to 49 yrs ■ 50 yrs and more



Conclusion

Chabé's CSR policy is based on continual improvement, and is designed to help us evolve and inspire new projects. This year provided us with the opportunity to further develop our strategy, which will now enable us to ramp up our efforts in 2022.

We are convinced that our CSR policy is an opportunity to create value and meaning for all our stakeholders, and to set ourselves apart in our overall quality of service.

In addition to these objectives already mentioned, we also want to develop new projects such as enhancing our value chain with our suppliers. The next step will be to support our partners in their own CSR initiatives.

We also want to ensure our employees remain involved by raising awareness and offering them opportunities to contribute to our development.

