

Sustainability Report 2021

# Towards a **SUSTAINABLE** Mobility



Interactive Report

[sr21.autonom.com](https://sr21.autonom.com)

Towards a  
SUSTAINABLE  
Mobility

Sustainability  
Report  
2021

Autonom  
Sustainability Report 2021  
Towards a  
SUSTAINABLE  
Mobility

# Content

■ Message from the founders	2
■ About the Report	3
■ 2021's Performance, key aspects	4
■ Corporate Governance and Management	6
Company profile	8
Corporate governance and compliance	10
Corporate governance	10
Organizational Culture and values of Autonom	10
Business ethics and transparency	12
Risk management and compliance	12
GDPR Compliance	14
Data security	14
Management of the Organization	15
Strategy and Policies	17
Value chain	18
Stakeholders, their needs and expectations	19
Partnerships and affiliations	21
Materiality analysis	22
Economic impact / Economic performance	28
■ Sustainability Strategy	30
Sustainability Strategy	32
■ Sustainable Business and Governance	36
Sustainable Business and Governance	38
Supply chain management	42
Customer satisfaction, sales and market practice	44
■ People and Community	46
People and Community	48
Our team	50
Collective labor contract and employee representation	52
Working Conditions, Wellbeing and Development of Employees	55
Involvement in the community	61
Community projects	61
Quality Education	63
■ Care for the Environment	64
Resource Management	70
Energy and fuel management	70
Sustainable fleet	72
Carbon footprint and climate change	74
Circular economy and waste management	78
■ Reporting team	80
■ GRI and SASB Index	82



Since the inception of Autonom, our vision has been to be an authentic business model and to have **a positive impact on society and the environment.**



Involvement in the communities in which we operate by supporting education is an integral part of our organizational culture, and the sustainability of our business model and care for the environment have always been two of our top priorities.

2021 was the year in which we decided to formalize our efforts over the past years in this direction and published the company's Sustainability Strategy. We understand the impact our company can have on the environment and the community, and climate change has become a major global concern.

As a mobility company with over 10,000 vehicles offered for our clients' usage, we have the responsibility to do our best efforts to develop a sustainable mobility ecosystem. Our targets for 2025 is to reduce our average CO2 emissions of the operational fleet by 25% and by 2030, with 51%. We consider that, in 2021, we managed to move forward towards our goals and start important projects for reducing our carbon footprint, like hybrid and electrical acquisitions and preliminary evaluation of all our locations in order to install charging stations.

Another recent important step was joining the UN Global Compact community, committing this way to the 10 Principles of responsible corporate governance, in terms of human rights, working conditions, environment and fight against corruption. In the same time, we committed to contribute to the 17 SDGs (UN Sustainable Development Goals), to address the most critical issues that society is confronting globally.

It is everyone's responsibility, whether a company or an individual, to help keep and create a better, safer and cleaner world. Now, more than ever, developing a long-term sustainable business model that is responsible to the environment and the communities in which it operates, with clear sustainability targets and transparency in monitoring them, will bring important competitive advantages to companies.

This is an important step for the future of Autonom which requires innovation, digitization and a lot of effort to achieve these goals. We are proud of our colleagues who are working tirelessly to optimize resource consumption and who are seeking solutions to reduce our carbon footprint.

We thank all for engagement and for being part of our journey.



Marius Stefan  
CEO



Dan Stefan  
Managing Partner

## Sustainability Report 2021

# About the Report

### Purpose of the report

2021 was the year in which we established our Sustainability Strategy and committed ourselves to ambitious targets aligned with the Sustainable Development Goals addressed by the 2030 Agenda. We also want to join forces with other organizations and fight for the ambitious targets set by the European Climate Protection Strategies. Operating in a sensitive sector, i.e. the mobility sector, we are aware of the negative impact generated by the main services we offer, but we want to make known our efforts towards a sustainable development of the business without harming the environment, as well as our contribution in the community to create a long-term positive impact.

The report includes a compilation of performance using both qualitative and quantitative indicators so that stakeholders can find useful information about our company. Where possible, and where we considered it relevant, we compared operational indicators over successive years, inserting data for years prior to the 2021 reporting year.

Our commitment to report annually on proposed targets and performance indicators is an important step in our strategy to contribute to a sustainable future, a more responsible society and a more developed community. At the time of reporting, the company reports on a voluntary basis and is not subject to the mandatory criteria under Directive 2014/95/EU.

### Applicability Area

**This is Autonom Services S.A.'s first sustainability report** (hereinafter referred to as "Autonom" or "the company/organization"), whereby we provide the general public with detailed information on the activity of the principal entity, **Autonom Services S.A.**, in terms of economic, social and environmental impact, as well as a number of non-financial key performance indicators relevant to our business.

### Reporting period

The report includes qualitative and quantitative data on Autonom performance for the year 2021 (1<sup>st</sup> of January 2021 – 31<sup>st</sup> of December 2021).

Autonom Services S.A. will report non-financial performance annually, concentrating the data in a sustainability report released by mid-year following the financial year ended.

### References and reporting guidelines

The report has been produced following the methodology proposed by the GRI 2016 (Global Reporting Initiative) Standards and meets the requirements of the Core option.

The report complies with national legislation (requirements of Directive 2014/95/EU, Order of the Minister of Public Finance 1938/2016 and Order of the Minister of Public Finance 3456/2018) and has been integrated considering the applicable industry standard SASB (Sustainability Accounting Standard Board).

The GRI and SASB Index at the end of the report indicates the types of disclosures covered in this report, the pages in the report where auditors can find information about specific disclosures.

### Definition of the reporting framework

The report is based on a company-wide materiality analysis process. The analysis was conducted in two stages: a first stage value chain analysis with determination of material themes, risks and opportunities, involving the organization's management in the second quarter of 2021 to identify relevance to the business and a second stage, involving and consulting extensively with the organization's internal and external stakeholders, conducted between February and March 2022. This defined the sustainability performance reporting framework.

As this is the organization's first sustainability report, we have no updates to the data reported.

### External support and insurance

Throughout this process, Autonom has received external support from the specialists of the **denkstatt Romania** team, an experienced European consulting company, and progress towards our company's main long-term goal in the area of carbon emissions has been confirmed by the international consultant **Sustainalytics**, through the Annual verification Report available at [https://www.autonom.ro/assets/uploads/sustainability/Opinie\\_Autonom-Sustainability-Linked-Bond-Annual-Review-2022.pdf](https://www.autonom.ro/assets/uploads/sustainability/Opinie_Autonom-Sustainability-Linked-Bond-Annual-Review-2022.pdf). The design of the report was created by **Zebra Corporate Communications Ltd.**

**Thank you to all** those who contributed to this report, the internal Autonom team, the external team of consultants and last but not least to all stakeholders who are with us. Their suggestions and active involvement are for us current and future development elements that will lead to the sustainable growth of our business.

**Contact:** For any details or further information related to the content of this report, we invite you to write to us at the e-mail address dedicated to the sustainability area within Autonom: [green@autonom.ro](mailto:green@autonom.ro), the contact person for questions and clarifications: Magdalena Caramilea – Sustainability Director.

### Bucharest headquarters Autonom Services SA

Calea Floreasca 131-137, Nusco building, 7<sup>th</sup> floor, 1<sup>st</sup> District

### Piatra Neamț headquarters Autonom Services SA

Fermelor Str., no 4

[www.autonom.ro](http://www.autonom.ro)  
[www.autonom.com](http://www.autonom.com)



# 2021's Performance, key aspects

## ECONOMIC

Turnover  
**394.3**  
million lei

Net profit  
**22.5**  
million lei

Sustainability-Linked Bonds Issued  
**48.03**  
million euro

Locations / Cities  
**33**  
cities  
**46**  
agencies

## SOCIAL

Number of books read  
**2,894**

Fleet utilization rate  
**87.74%**

Annual mileage of the operational fleet  
**264**  
million km

Number of employees  
**370**

End year fleet  
**9,672**  
autos

Average WLTP of the Operational Fleet, End Year  
**149.32**  
g/km CO<sub>2</sub>

## ENVIRONMENT

GHG direct emissions (Scope 1 and 2)  
**301**  
tones

GHG indirect emissions (Limited Scope 3)  
**43,780**  
tones

Fuel Offset, through partners  
**3,973**  
tones

Consumed energy  
**703**  
MWH

Used paper in operational activities  
**2.2**  
tone

Renewable energy produced  
**11**  
MWH

Waste recycled  
**140.6**  
tones

Volunteer hours  
**512**

Training hours / employee  
**58**

Number of innovations proposed  
**790**

Community Investments  
**3.13**  
million lei



# Corporate Governance and Management

## Our sustainable business is growing



In 2021 we established our Sustainability Strategy and defined our three main pillars: Environment, Social and Governance, with a foreseen roadmap for 2020: 2030.

We have implemented and certified the integrated management system for quality - environment - social security (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Standards).

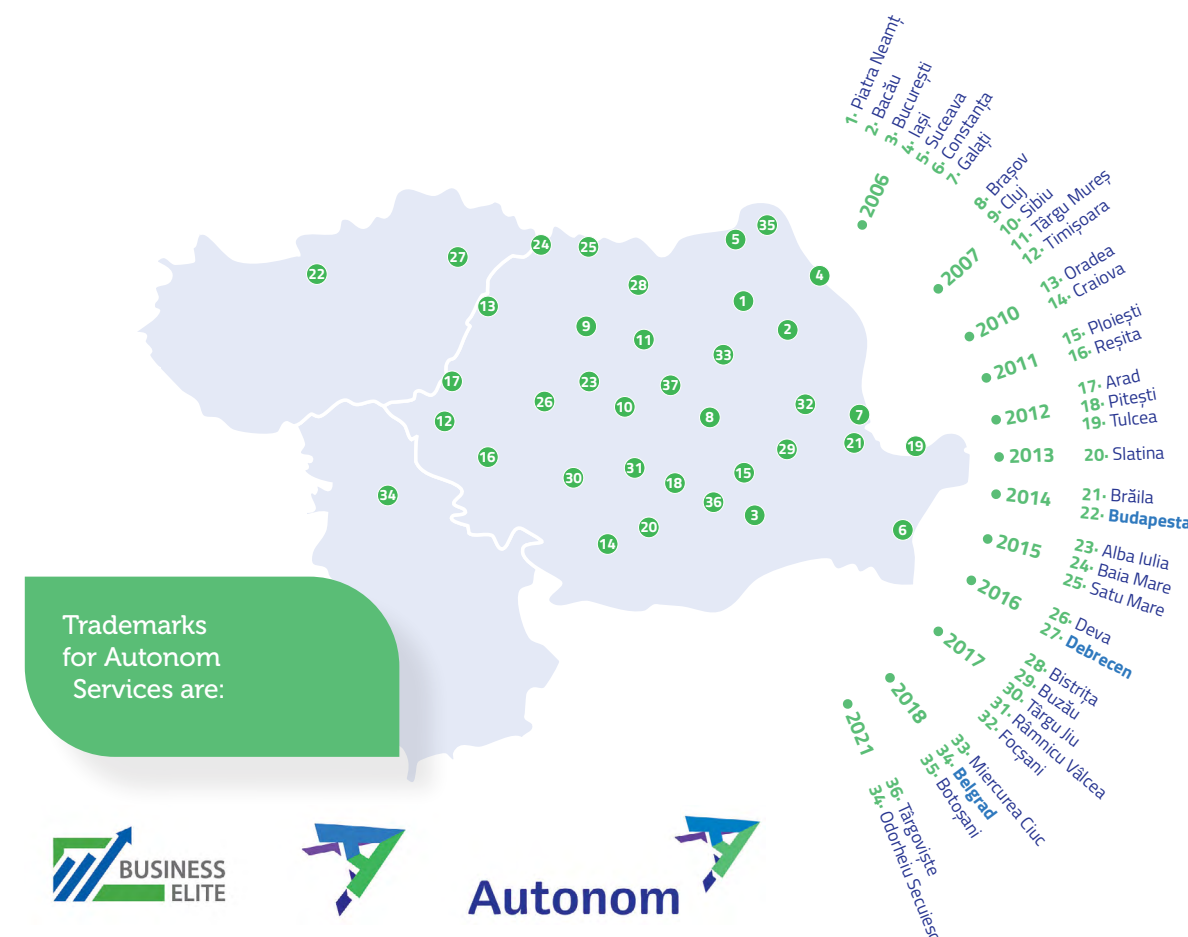
We are constantly engaging our stakeholders in our actions. We value their input to define our material aspects, helping to set the direction and actions to take in the future.

Our revenues increased by 21% from baseline 2020, compared to our employees turnover of 18%, as a direct consequence of the positive impact our working environment can create.

# Company profile

*The Autonom Group is, through Autonom Services S.A., the most important independent player with Romanian capital in the car operational leasing and rent-a-car markets in Romania. Autonom Services S.A. is incorporated as a joint-stock company, with a registered office in Piatra Neamt, Fermelor Street, no 4. The company has the most extensive mobility network in Romania and is in the top 5 players, by turnover, in the main sectors of activity: operational leasing and car rental.*

- Integrated provider of modern mobility solutions for businesses and individuals, tailored to the needs of its customers;
- National network of 46 agencies in 33 cities in Romania, a business model differentiated from competitors;
- Agents abroad: Budapest and Debrecen in Hungary and Belgrade in Serbia;
- Vehicle fleet at 31 December 2021: 9,672 motor vehicle (7,233 under operating leases, 2,439 rent-a-car);
- Number of employees at 31 December 2021: 370;
- Independent player with Romanian capital: Autonom International is the majority shareholder of Autonom Services S.A., with a participation of 98% of the share capital. The shareholders of Autonom International are Marius Ștefan and Dan Ștefan, in equal proportions;
- Market experience consists of 16 years.



- In 2018, Autonom became the first Romanian company to be included in the EBRD Blue Ribbon Programme, which includes 30 companies in 20 countries where the EBRD is present;
- Autonom was selected at the first edition of "Made in Romania", organized by the Bucharest Stock Exchange, in the league of the 15 reference companies for the growth of the Romanian economy;
- It is the only local company to have been named Best Employer for 5 years in a row (2014–2018), according to the global survey organized by AON Hewit;
- In 2018 it joined the community of 123 WorldBlu-recognized organizations worldwide that promote democratic principles and encourage freedom in the workplace.



## From start-up to prominent national player in the sustainable mobility services market

- Autonom is a company with 100% Romanian capital, started in 2006 in Piatra Neamt;
- In 2018, Autonom acquired BTOL, a company founded in 2001, with the aim of strengthening its customer portfolio, merger by absorption ending 1<sup>st</sup> of January 2021;
- In 2019, the company changes its visual identity and makes its first bond issue, listed on the Bucharest Stock Exchange;
- In June 2020, Fitch Ratings, one of the world's top three rating agencies, gave Autonom Services SA a "B+" Long-Term Issuer Default Rating (IDR). The corporate bond issue, which trades under the symbol AUT24E, has been given a separate 'B-' rating;
- In 2021, Autonom announced the publication of the Sustainability Strategy and the issuance of the first Sustainability-Linked Bonds, a first on the Romanian capital market, worth €48.03 million, part of an MTN programme worth a total of €250 million. Sustainability considered the objectives set out in the Framework as "ambitious" and the KPI chosen as "very strong", while also confirming alignment with the ICMA (International Capital Market Association) Principles.

During its 16 years of activity, the Autonom Group has developed its portfolio of services and now offers its customers, companies and individuals, a variety of mobility solutions tailored to their needs.

The company operates in a business environment where competition is present and active. The operational leasing and rent-a-car markets are dominated by multinational leasing groups present in mature markets in Europe and the United States, regional and local banking groups, smaller domestic competitors and captive companies of car manufacturers.

### Operational Leasing Market in Romania:

- According to the latest data provided by ASLO in March 2022, the number of vehicles operated under operating leases has increased by 12% since the end of 2017, the last year for which information is available, from 68,600 in December 2017 to over 77,000 units under management at the end of 2021.
- According to ASLO data, the most important player on the market at the moment is the company LeasePlan Romania which currently manages 14,111 vehicles, followed by Arval Service Lease with 12,710 units and ALD Automotive, with 10,309 units.

### Rent-A-Car Market in Romania:

- The car rental market is also dominated by multinational car rental groups present in mature markets in Europe and the United States (Avis, Europcar, Sixt, Hertz, Enterprise);

- For 2019, the Company has estimated that the car rental market in Romania was around 11,000 units and the value size of this market could be around 80 million Euro. The company estimates that in 2019 it had a quote market share between 15% and 20%;
- In 2020, the majority of short-term car rental companies focused on servicing individual customers and which are highly dependent on tourism and travel by the target public, have felt the effects of the crisis generated by spreading coronavirus. Car rentals to individuals represent a small share of Autonom's total revenue and therefore the impact of the COVID-19 pandemic was not as strong on the Company compared to other market players. Currently, we estimate that the rental market is around 8,000-9,000 cars.

### The second-hand car market:

- The second-hand car market is highly fragmented – there are sales through dedicated websites, specialized suppliers, car dealers, leasing and rent-a-car companies, as well as individually. The import of second-hand cars into Romania is quite significant. For this reason, it is difficult to estimate Autonom's market share.
- According to ACAROM, in 2021, the number of used cars registered in Romania was 395,759 units, which represents a decrease of 2.29% compared to 2020, established at 405,045 units.

At the end of 2021, the Autonom Services team consisted of 370 employees, compared to 313 employees with active labor contracts at 31 December 2020. Autonom's employees are not organized in a union, but they have 4 employee representatives.

All Autonom employees are university graduates or undergraduates. The company pays great attention to the education of its employees. To this end, the company offers the most personalized learning experience through training, coaching, courses and support from company leaders.

Autonom is not part or member of a national or international initiative by 2021, to which they are obliged to report.

The company has recently joined the most complex international sustainability initiative, UN Global Compact, by which it also committed to respect the 10 Principles of responsible corporate governance, in terms of human rights, labor, environment and anticorruption and annually report on the progress ([Our Participants | UN Global Compact](#))



# Corporate governance and compliance

## Corporate governance

*Autonom is led by its primely settled pillars, which empower all our corporate governance. We are driven by integrity and transparency with a systematic approach on risk management and compliance. We are sure that only by following our values and motivations we will reach satisfaction in all areas of our business, but mainly we will ensure the resilience of our business.*

We are firmly committed to responsible corporate governance practices and therefore our internal policies and procedures have been developed to ensure strict compliance with applicable national and international legislative regulations and at the same time adopt the highest standards of environmentally and socially responsible practices.

Autonom has a flat structure with 3 hierarchical levels: board of directors, managers and employees. All managers report

directly to the board and there is no 'management of managers'. The company thus becomes a network: each branch and function is organized as a smaller company, with its own profits and losses for which the manager is responsible. Nearly 90% of decisions are taken within teams without board intervention. Managers report their daily contributions and achievements to the Board of Directors, review their performance and often consult with other managers and the rest of the team, precisely to become accountable and motivated by their financial results.

## Organizational Culture and values of Autonom

### Our Vision

AUTONOM's vision is to be an authentic and sustainable business model.

- The management system and daily decisions are based on autonomy and filtered through our value system;
- Autonom is a learning organization. We encourage the personal development of everyone and support the continuous transformation of the company;
- We have a positive impact on society and the environment, by supporting education, being an active part in our communities and using resources responsibly.

### Our Mission

AUTONOM is a long-term thinking family company. The success for us is given by the satisfaction of our clients and by the evolution of our colleagues. Business development, profitability and financial security are natural consequences.

### Our Values are:

**Honesty and integrity** are fundamental to our company's development



We do **what is necessary** to help our customers



We are a **team**. **Respect, common sense and smiles** are our secrets



We are **adaptable and flexible**. Simplicity is our way



We **evolve** daily



## The Organizational Culture

of the AUTONOM Group is based on the following four principles:

### Flexibility:

Focus on employees' wellbeing and flexible working program

### Continuous development mindset of our employees:

Personalized training experience and reading as a duty

### Supporting innovation:

Internal mechanism for innovative idea proposals

### Encouraging community involvement of the team:

Employees have the chance to get involved in projects with positive impact in the community, with or without Autonom Foundation

There is no human resources department in the Autonom Group. Managers spend 30% of their time on employee development and HR activities.

The company's work and organizational culture have been recognized over the years by partners and employees through various awards.



## Business ethics and transparency

*We identify this materiality aspect as constituting the foundation of our company. We are clearly devoted to respect and promote all our motivations regarding our business: strong ethics, transparency and integrity.*

Transparency is also a core value in Autonom, as 90% of information is accessible in Autonom's internal system and every management decision is derived from the company's values.

Management meetings are broadcast on our internal group to be followed by all the employees and also monthly team meetings are held and a summary is e-mailed to them.

## Anti-corruption and anti-bribery policy

Autonom has several fundamental principles and values that underpin fair and honest business practices and it is therefore important that these are adhered to throughout its subsidiaries, divisions and affiliated companies. One of these principles is zero tolerance of bribery and corruption, wherever and in whatever form it may occur. In this respect, all our relationships with our partners are based on honesty and ethics, fairness, respect for human rights, transparency and compliance with applicable laws and regulations.

At company level, the behavior we expect from all our employees is part of the Internal Rules of Autonom and the policy recently defined for this purpose. (The full policy can be found at the following link: <https://www.autonom.com/anti-corruption-policy>)

In 2021, there were no confirmed incidents involving company employees, incidents leading to the severance of working relationships with business partners, or legal actions directed against the company.

## Risk management and compliance

*We address strategic and operational risks in an integrated way. It is very important for us to have a clear picture of all the processes that take place within each agency. Relevant issues that may lead to risks are addressed immediately through annual reviews and we establish principles and processes to address them so as to minimize risks to the business and stakeholders. At the same time, we know that only through such an approach will we be able to assess the impact associated with each aspect. We also identify opportunities associated with the business and are constantly proactive in addressing them.*

Responsibility for risk identification and risk management lies with the Compliance Officer and the Compliance Committee. By applying an internal methodology based on assessment, quantification and evaluation, they make recommendations

to mitigate identified risks; on the other hand, by identifying opportunities, they create internal programmes or projects so that more value is created within the organization.

Price Risk and Liquidity Risk

Credit Risk

Cash-flow Risk

Risks related to interest rate fluctuations

Risks associated with adverse developments in economic conditions

Risks related to the decline in tourism and disruptions in the functioning of the air transport industry

Residual value risks and the evolution of car prices

**Risks identified at Autonom level, related to the company's activity and the industry in which it operates:**

For further details on the risks mentioned above, in order not to duplicate the information presented to stakeholders, please go to the Investors Annual Report 2021, section Risk Management (<https://tinyurl.com/2p8j6hj6>).

## Risks of non-compliance with legislation

Having implemented management standards on quality, environmental, health and occupational safety (ISO 9001, ISO 14001 and ISO 45001) we ensure that we are up to date with all applicable legislative requirements on employee health and safety, environmental legislation, personnel legislation, financial legislation, agency operating legislation, adequately controlling risks across all our operations. We have established strict rules for compliance with all relevant internal and external regulations, constantly striving to minimize the risk of non-compliance. We are aware of these risks, but we manage them through constant awareness of applicable legal requirements, strict compliance monitoring on various operational aspects of the business, and intensive employee training and regular assessment.

We received no penalties on non-compliance with legislation during 2021.

## Environmental risks

Climate change risk analysis for our business could be driven by the implementation of the TCFD framework. The results will show a deeper understanding of the specific climate

change risks to our financial business area. We aim to have, by 2023 at the latest, climate risk mapping and financial impact scenarios for those physical and transition risks that could affect the company's business.

There is no litigation and no litigation related to environmental protection is expected.

## Other risks

Investors should note that the risks outlined above are the most significant risks of which the company is aware at the time of writing. However, the risks presented in this section do not necessarily include all those risks associated with the issuer's activities, and the company cannot guarantee that it encompasses all relevant risks. There may be other risk factors and uncertainties of which the Company is not aware at the time of writing that may change the actual results, financial conditions, performance and achievements of the issuer in the future and may cause the Company's bond price to decline. Investors should also undertake the necessary due diligence in order to make their own assessment of the suitability of the investment.

## Risk management by types and areas

- The Group pays particular attention to the way it selects and monitors customers for operating lease services;
- The management of the customer financing decision making process and the monitoring of customer payment behavior is carried out by the Finance and Risk Department;
- Autonom Services received assistance from the EBRD in 2017 to refine its commercial risk policy;
- A scoring methodology for risk categorisation, based on which the financing conditions and guarantees required are determined;
- Customers are classified into four categories: very low risk (blue-chip), regular low risk, regular medium risk, high risk (not eligible);
- The risk analysis includes the analysis of financial information, as well as specific elements such as management experience, legal history of partners and directors, length of time the client has been in business, CIP verification, verification of the existence of debts to the State, verification of pending files as a debtor, etc.
- In the case of non-blue-chip clients, the Group ensures that payments are made on time by requesting personal guarantees from the administrators and associates by means of promissory notes endorsed in their personal name;
- The Group discourages late payments by charging high late payment penalties (up to 1%/day after the due date);
- High customer granularity (average fleet/customer ~ 4.5 vehicles, top 10 customers share less than 14% of total operational leasing and rent-a-car 2021 turnover);
- Within a maximum of 2 months after the payment of the due lease installment, the Group will repossess the vehicles;
- The Group decides whether to sell or use vehicles returned early from operating leases as part of its rent-a-car services, especially if the event occurred in the first part of the contract;
- The complementarity of the business lines in terms of flexibility in moving assets between the two categories of services represents a major competitive advantage for the Group from a risk management perspective.

# Management of the Organization

*The Company is managed by a Board of Directors consisting of 3 directors appointed by the GMS for a term of four 4, expiring on the 1<sup>st</sup> of November 2022. According to Autonom's Articles of Association, at any time, the majority of the company's directors will be non-executive directors. The Board of Directors supervises the work of the General Manager, and any member of the Board of Directors has the right to request information from the General Manager regarding the operational management of the company.*

## The members of the Board of Directors are responsible for:

- The fulfillment of all obligations regarding the actual payments made by Autonom shareholders;
- The actual existence of dividends paid;
- The existence of the registers required by law and their correct keeping;
- The exact fulfillment of GMS resolutions;
- The fulfillment of any other duties imposed by law or by the Articles of Association.

The Chairman of the Board of Directors coordinates the work of the Board of Directors and reports to the GMS on the work of the Board of Directors. The Board of Directors may take valid decisions in the presence of a majority of its members, by majority vote. In the event of a tie, the vote of the Chairman of the Board of Directors shall be decisive.

The professional domicile of each member of the Board of Directors and of the General Manager is in Piatra Neamt, str. Fermelor nr.4, Neamt county.

## At the time of preparation of this report, the Autonom Board of Directors consists of the following members:

Name and Surname	Role	Appointed	Expiring
Mihaela-Angela Irimia	Chairman of the Board of Directors	1 <sup>st</sup> of November 2014	1 <sup>st</sup> of November 2022
Elena-Gianina Gherman	Member of the Board of Directors	7 <sup>th</sup> of November 2014	1 <sup>st</sup> of November 2022
Dan Iacob	Member of the Board of Directors	7 <sup>th</sup> of November 2014	1 <sup>st</sup> of November 2022

The operational management of the Group is delegated by the Board of Directors to a General Manager, who represents the company in dealings with third parties and in court. Currently, the General Manager of Autonom is Mihaela-Angela Irimia, appointed on the 1<sup>st</sup> of November 2014 for an indefinite period. Also, in the decision-making process, Marius Ștefan and Dan-George Ștefan, each as an employee of Autonom, have a decision-making role and a decisive contribution on the strategy and development directions of the group.

In the last 5 years, none of the members of the Board of Directors or the Executive Team has been prohibited by a court of law from serving as a member of the Board of Directors or supervisor of a company. In the last 5 years, there have been no cases of insolvency, liquidation, bankruptcy or special administration of companies, of which one of the members of the Board of Directors or the Autonom executive team is a member. In the last 5 years there have been no disputes or administrative proceedings involving any of the above members relating to their work in the company, as well as those concerning their ability to perform their duties in the company.

## Managing the risks of the Covid-19 pandemic

It has undoubtedly been a difficult and unforeseen period – a major health crisis that has affected many industries and is putting a strain on businesses everywhere, especially those related to mobility. The global pandemic has challenged companies to find new ways to keep their business moving and adapt their business model to the new context.

Once again, Autonom's organizational and operating model, based on small teams, autonomy, agility and decentralized decision-making, has allowed us to act quickly to ensure colleagues, customers and company assets are protected. The teams' autonomy to find and implement quick solutions, as well as transparent communication, kept the team engaged and united in the face of challenges during this period.

Entrepreneurship and putting the community at the heart of what we do has always been in our DNA and that of our team. This is why, even in the early stages of the pandemic, we launched an initiative to make cars from the Autonom fleet available for up

to 3 months, with the possibility of extension, to NGOs and public institutions on the front line who needed mobility in their mission to help the persons affected. With a dedicated team and through our colleagues across the country, we have managed, through the HELP project, to support 66 NGOs across the country, contributing almost 100 vehicles and dozens of volunteers.

In a survey of Autonom customers about how the pandemic and the isolation period affected their business, entrepreneurs indicated that one of the biggest challenges at this time was gaining access to finance and maintaining liquidity. As a result, after emerging from the state of emergency, together with our partners, we launched a guide with concrete solutions for entrepreneurs, created with the aim of having a useful resource to help them navigate more easily through the difficulties caused by the coronavirus crisis and redefine their business model into a more agile and sustainable one.

We invite you to access the guide at the following link: <https://leasingoperational.com/solutii-antreprenori/>

## GDPR Compliance

*At the organizational level, we are in line with the European requirements on personal data protection (GDPR). Autonom undertakes to strictly respect the confidentiality of the data of its customers or users of its communication channels and undertakes not to transmit this data to third parties.*

At Autonom there were no complaints in 2021 about violations of the rules on personal data management, justified complaints received about breaches of customer confidentiality, complaints received from external parties, complaints from regulatory bodies.

There were also no identified leaks, thefts or losses of customer data.

The personal data processing policy is public and can be consulted by clicking on the following link: <https://www.autonom.com/confidentiality-policy>

## Data security

*Our decision to provide high level services to our clients, involves strong awareness for data security. We enroll the right solutions to be able to further ensure the security of all client data we manage.*

The field of activity involves the use of a wide range of equipment, machinery and technological installations. Some of the current operational processes are digitized and this trend will continue.

Autonom has implemented and maintains appropriate organizational and technical policies and procedures to protect the confidentiality of data against unauthorized access and against unlawful processing or disclosure, as well as accidental loss, alteration or destruction. Technical and organizational measures

for data protection are part of corporate information security management and are continuously adapted to technical developments and organizational changes. In 2021, 39 employees were trained through cybersecurity courses.

Compliance with the data protection policy and applicable data protection laws is regularly verified through data protection audits as well as other regular checks.

## Management team:

### Marius Ștefan

*Mr. Marius Ștefan is one of the current shareholders and founder of the Company in 2005, being also a key decision maker in the Company's management through his position as CEO.*

### Dan-George Ștefan

*Mr. Dan-George Ștefan is one of the current shareholders of the Company and became part of the Company's shareholders in 2006, being also a key decision maker in the Company's management by holding the position of Managing Partner.*

### Mihaela-Angela Irimia

*Ms. Mihaela-Angela Irimia is the Chairman of the Board of Directors of the Company and the current General Manager. She joined in 2006. She currently manages the operational department, managing the vehicle procurement activity, relations with financiers, payments and HR department.*

### Elena-Gianina Gherman

*Ms. Elena-Gianina Gherman is one of the directors of the Company and Chief Financial Officer of the Group. She has joined it since its inception. She currently manages the accounting department and prepares reports for senior management.*

### Dan Iacob

*Mr. Dan Iacob is one of the Company's directors and has been within since its inception as Chief Operating Officer. He is currently coordinating the operational activity and, together with Dan Ștefan and Marius Ștefan, defines the strategic development directions.*

Autonom has implemented a succession plan for the top ten managers in the organization. Autonom's management team is a very stable one, with low staff turnover.

## Strategy and Policies

*Since the company's inception, Autonom's vision has been to be an authentic business model and to have a positive impact on society and the environment. Engaging with the communities we are part of by supporting education is an integral part of our organizational culture.*

We understand the impact our company can have on the environment and the community and climate change has become a major global concern. It is everyone's responsibility, company or individual, to help preserve and create a better, safer and cleaner world, a friendly place to live and work. We are aware that the correct approach is to act preventively, before certain critical, perhaps even irreversible, thresholds are reached.

The application of sustainability practices places us among the top companies that demonstrate relevant concerns on issues such as increasing the quality of life, protecting ecosystems, conserving natural resources, all of which are the result of the correct implementation of sustainability actions.

### Applicable policies

We place a major emphasis on issues of material importance to both Autonom and stakeholders. Our aim is to provide products/processes/services that are completely safe for both the human factor and the environment, while meeting the requirements of our customers.

#### At the heart of our concerns is permanently:

- **The quality of services** offered to our customers, in order to increase trust and their satisfaction,
- **The person** who has the right to a healthy life in an appropriate environment and
- **The environment and natural resources** which must be protected and exploited as effectively as possible.

Thus, to support our commitment to customers, employees and the environment, the organization implemented in 2021 an Integrated Policy in the areas of Quality - Environmental protection - Occupational health and safety, that can be accessed at the following Link <https://www.autonom.com/integrated-policy>, attesting that the management system complies with the standards:

- ISO 9001:2015 "Quality Management System",
- ISO 14001:2015 "Environmental Management System",
- ISO 45001: 2018 "Occupational Health and Safety".

To meet the requirements of our partners and to achieve economic performance, we are committed to periodically reviewing our quality – environmental protection – occupational health and safety policy to ensure that it is always appropriate to the realities of the organization.

#### General objectives are:

- To continuously improve the integrated management system – environmental protection, occupational health and safety;
- To increase customer confidence and satisfaction;
- To improve the occupational health and safety performance, reducing the risk of accidents and occupational diseases for all persons involved in the work process, identifying, monitoring activities with particular and imminent danger;

- To qualify, train and improve the level of professional training of staff, to know, apply and comply with the occupational health and safety provisions contained in the integrated management document, the legal requirements in force and those contained in the projects and technologies adopted;
- To improve the management of natural resources, sustained use of renewable resources, reduction of negative environmental impacts and waste generation, and responsible and safe waste disposal;
- To promote an open and continuous dialogue with stakeholders;
- To support public initiatives and government programs aimed at environmental protection and occupational health and safety.

#### Action plans established:

- Training of QMS (Quality Management System) personnel
- Development and submission of customer satisfaction evaluation questionnaires;
- Provision of qualified staff for OSH (Occupational Health and Safety);
- Improving emergency response capacity.

Given the high exposure of drivers in our divisions to traffic hazards, our focus has been maintained on the rules of safe driving behavior. We organize an internal preventive driving course, which is voluntary for all employees but compulsory for those who have been involved in a road accident and must be repeated annually.

**VMS (Vehicle Management Systems SRL) company**, part of the Autonom group, that offers passenger transport services and chauffeur car rental, has obtained the **ISO 39001: 2012 – Road safety management**. As a result, targets and performance factors for road safety were set and monitored. For example, a driver selection and motivation process, route planning, a permitted number of driving hours, driving speed, technical condition of vehicles, driver awareness, training and physical condition, rules on wearing seat belts, recommended driving behavior in traffic or protective equipment depending on the vehicles used have been implemented.



## Alignment to financial reporting standards, policies, auditing

*Our vision is to become a model of excellence in management, business and social responsibility actions.*

The integrated quality – environmental protection – health and operational safety management system provides a beneficial framework for the conduct of business. In addition to this, the main flows are monitored and audited internally on a regular basis.

We place great emphasis on transparency in financial reporting and follow closely the international standards in force. We conduct regular external financial audits, supported by an external third party company.

In December, Autonom launched on the Bucharest Stock Exchange the first corporate bond program in Romania and attracted in the inaugural tranche investments of €48.03 million, the largest corporate bond issuance by a Romanian entrepreneurial company and the first Sustainability-Linked Bonds issuance on the local market. A significant part of the capital attracted will be used for investment in the transition to green fleets, a key element for the company's sustainable development.

The success of the AUT26E corporate bond issue is complemented by the receipt from Fitch Ratings of the 'B(EXP)/RR5' senior unsecured credit rating assigned to Autonom's entire proposed bond issuance program.

The Autonom Services S.A. corporate bonds were admitted to trading on the Main Market of the Bucharest Stock Exchange, bond segment, on the 8<sup>th</sup> of December 2021 and are traded under the symbol AUT26E, with a nominal value of EUR 10,000, maturity of five years and a fixed interest rate of 4.11%, payable annually, adjustable according to the step-up mechanism by 0.30 percentage points in case of failure to meet the sustainability performance targets detailed in the PROSPECTUS. <https://www.autonom.com/assets/uploads/investitori/Autonom%20Services%20Final%20Terms%20SLB%20Bonds%2019.11.2021.pdf>

## Value chain

Our business model is based on intense collaboration across the value chain with different stakeholders. Our needs are intertwined with the needs and expectations of other stakeholders and we are constantly trying to create a very good and viable balance.

Our primary activities at the operational level are complemented by support activities in each segment interacting with various stakeholders. Our economic concerns are interrelated with the economic concerns of our partners or collaborators and we are oriented to create synergies with social and environmental concerns precisely in order to be competitive in the markets in which we operate but also to mitigate the negative impact created or to create a positive impact.



## Stakeholders, their needs and expectations

*Stakeholders are defined as any group of people or any person who influences or is affected by the work of our organization or who can influence the values of our organization.*

As stakeholders (internal and external) are part of the context in which our organization operates, key stakeholders and their interests in relation to the organization are identified and related obligations are determined.

**These obligations are considered for the maintenance of the management system:**

- Groups / individuals / organizations interacting with the organization;
- Groups / persons / organizations with authority over the organization;
- Groups / individuals / organizations that are influenced by the organization.

**The scope of analysis and identification of our company's stakeholders is extremely broad and varied, therefore stakeholder identification was done by segmenting according to relationship intensity:**

- Central area – ongoing relationships (employees, management, shareholders, etc.)
- External area – discontinuous relationships (on & off) (suppliers, customers, insurers, etc.)
- Peripheral area – occasional (contextual) relationships (universities, professional associations, NGOs, etc.)

The stakeholder analysis was conducted in the second quarter of 2021 as part of the materiality process to identify material issues relevant to our company and the Sustainability Strategy development process. We have identified risks and opportunities arising from the value chain analysis as well as the analysis of stakeholder needs and expectations. These have been taken into account in the development of the Sustainability Strategy and will be monitored annually.

We have defined a process for engaging and managing stakeholder relationships. Taking into account the specific stakeholder needs identified through stakeholder-needs mapping, with those groups with medium and high influence on the organization, Autonom develops specific engagement activities, transparently creating medium and long-term partnerships to understand mutual needs and expectations.

Main groups of stakeholders	Type of stakeholder (Internal/External)	Interest level in organization (Low, Medium, High)	Power/Influence level (Low, Medium, High)	Type of interaction desired
Agencies employees	Internal	High	High	Intensive dialogues, engagement process with specific actions
Support functions	Internal	High	High	Intensive dialogues, engagement process with specific actions
Management	Internal	High	High	Intensive dialogues, engagement process with specific actions
Shareholders	Internal	High	High	Intensive dialogues, engagement process with specific actions
Customers	External	High	High	Intensive dialogues, engagement process with specific actions
Suppliers of direct materials	External	High	High	Intensive dialogues, engagement process with specific actions
Suppliers of services	External	Medium	Medium	Information & communication & Satisfaction of their expectation
Authorities/ city halls	External	Medium	Low	Information
Universities/Schools	External	Medium	High	Intensive dialogues, engagement process with specific actions
Neighbors	External	Medium	Medium	Information & communication & Satisfaction of their expectation
Press / media/ bloggers- social media	External	Medium	High	Intensive dialogues, engagement process with specific actions
Competitors	External	Medium	High	Intensive dialogues, engagement process with specific actions
International/ Local NGOs	External	High	High	Intensive dialogues, engagement process with specific actions
Agencies building owners	External	Low	Low	Information
Potential employees	External	Medium	Medium	Information & communication & Satisfaction of their expectation
Investors/Analysts	External	High	High	Intensive dialogues, engagement process with specific actions
Professional association	External	High	High	Intensive dialogues, engagement process with specific actions

Partnerships and affiliations

For Autonom, responsibility towards society, customers, employees and business partners is of utmost importance and therefore we aim to make a major contribution to creating a sustainable business environment, together with our partners with whom we share

similar values. Through membership of various organizations and associations, we have access to the associations' expertise in national and international best practices, while maintaining close cooperative relationships with all major players in our field.

Autonom has representatives in the following associations and organizations:

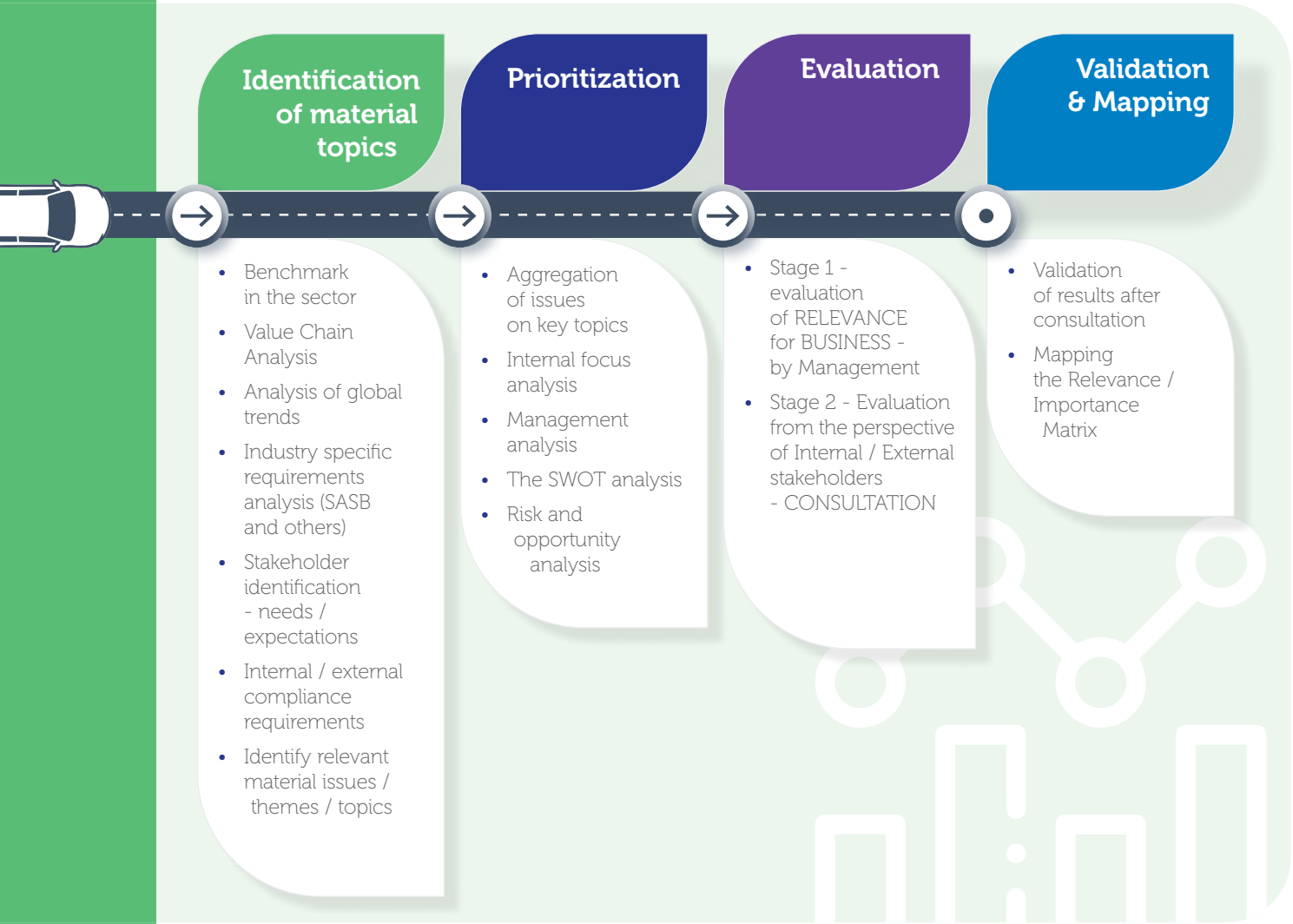
- Endeavor Romania
- RBL - Romanian Business Leaders
- YPO Romania
- Teach for Romania
- The Entrepreneurship Academy
- Bizz Club
- CEO Clubs
- ARIR - Romanian Investor Relations Association
- ASR - Sustainability Embassy in Romania
- ASLO - Operational Lease Companies Association
- CCIFER - French Romanian Chamber of Commerce
- NRCC - Netherlands Romanian Chamber of Commerce
- AmCham - Romanian American Chamber of Commerce
- BEROCC - Belgian Luxembourg Romanian Moldovan

We also actively seek to make a significant contribution to raising awareness on sustainability issues, encouraging constructive discussions and exploring opportunities with our partners. We are convinced that the future belongs to those who adapt and innovate in this field and we want to be an example of best practice for early stage companies in defining and implementing their sustainability strategy.

In 2021, we participated in online and offline sustainability events and were present in the media as guest speakers at the Sustainability Embassy, the launch of "Business for the Future" program and at the GovNet ESG Reporting Conference. "Ecologic" magazine also published an interview with Autonom's Sustainability Director.

# Materiality analysis

The internal and external stakeholder consultation part is a defining part in the development of the materiality matrix.



The materiality analysis went through two key stages. As a first step at the time of defining the Sustainability Strategy, a dedicated focus group, consisting of executive and operational management, was created in the second quarter of 2021 to identify and define our materiality themes, business risks and opportunities, and the needs and interests of key stakeholder groups. The analysis was conducted considering the value chain and the extent of our interactions with different stakeholders as well as the relevant material issues or themes at each stage in the chain. We reflected and concluded on the impact our work has on stakeholders and the community, at environmental, social and governance levels. On the other hand it was very important to define the external influencing factors that could affect the business or lead to risks or opportunities from a business relevance perspective. Thus after focus analysis

with management it was agreed on a short list of material topics of interest to the business which were categorized as relevant to the three strategic action areas: **ENVIRONMENT, PEOPLE and COMMUNITY, SUSTAINABLE BUSINESS and GOVERNANCE.**

In the second phase we engaged a wide range of stakeholders in public consultation from February to March 2022. We were interested in their views on the impact Autonom is generating in the community and asked for recommendations on all material issues so that we could consider new approaches in line with the need addressed. Some of the recommendations we have received address actions that we have already taken and are working on and some are relevant and we will address them throughout 2022 to understand how we can contribute.

The material themes relevant to the company are:

Materiality Aspects	Description
ENVIRONMENT	
Energy & Fuel Management	We are aware that we need to involve consistent resources in managing all the energy and fuel involved in our business daily routine, in order to reach a level of optimization in this regard. We continuously work on maintaining appropriate database tools which can offer us a straight overview regarding our level of consumption, highlighting the areas which need improvement.
Waste & Hazardous Materials Management	The outcomes from our activity can generate some important negative impacts on the environment and economy. We put efforts on making a correct waste management by maintaining proper recycling actions.
GHG Emissions and Climate Impact	We fully understand our impact on climate change due to our activities. We are committed and willing to engage all efforts needed to reduce the CO <sub>2</sub> emissions generated by our activity, directly and indirectly. We strongly believe that our actions in this regard will overcome important milestones for our business resilience.
PEOPLE & COMMUNITY	
Community involvement	We took the responsibility of being involved in the community in a very strong sense, ever since we started our business. Beginning with 2013 we keep materializing our vision through more than 600 projects carried out mainly via Autonom Foundation. Furthermore, our employees are constantly engaged in other projects (education, social, sports), without the direct involvement of the Autonom Foundation.
Employees Health and Safety	We value our employee's integrity driven by the awareness regarding their role in our business success. Therefore, we always pay attention to their needs in terms of equipment, devices and instructions necessary to ensure a safe workplace.
Employee wellbeing and development	We put emphasis on a relaxed and friendly atmosphere at the workplace, being sure that a positive attitude is the right key for our employee's wellbeing. Also, we show openness when it comes to needs of development and we are careful to take into consideration everybody's professional development goals. We have a consistent training budget available for everybody and we emphasize personal development as daily practice and focus on topics in bianual evaluations.
Quality Education	We consider the business domain as being one of the most entitled actors in the society regarding knowledge sharing. This belief turned into a strong motivation for Autonom and leads us to a strong involvement in our communities, with positive impact in environmental and educational issues. We will continue our projects promoting learning and reading (ex: "A book I recommend" initiative), also increasing awareness on a more sustainable behavior and climate actions.
Equality Diversity & Human Rights	In Autonom, we accept and encourage diversity and we do not tolerate any kind of hostile behavior in this regard. We will always treat this aspect with maximum attention and we will make sure that Human Rights are always respected in our company and other external contexts related to our company. We value gender equality and we have a strong position regarding women in management positions.
Working conditions	We are engaged in providing the best solutions for our employees, in order to have proper working conditions. We customize and supply all our working areas with suitable assets for our business nature.



Materiality Aspects	Description
SUSTAINABLE BUSINESS & GOVERNANCE	
Corporate Governance & Compliance	Autonom is led by its primely settled pillars, which empower all our corporate governance. We are driven by integrity and transparency with a systematic approach on risk management and compliance. We are sure that only by following our values and motivations we will reach satisfaction in all areas of our business, but mainly we will ensure the resilience of our business.
Supply Chain Management	We recognize the role of successful partnerships in our business and we struggle to ensure and maintain a structured approach along the entire supply chain. We have a close relationship with car dealers and we develop customized services together. We always promote the values of Autonom within our social and business interactions, value chain included.
Business Ethics & Transparency	We identify this materiality aspect as constituting the foundation of our company. We are clearly devoted to respect and promote all our motivations regarding our business: strong ethics, transparency and integrity.
Data Security	Our decision to provide high level services to our clients, involves strong awareness for data security. We enroll the right solutions to be able to further ensure the security of all client data we manage.
Customer satisfaction, Selling & Market Practice	We consider the loyal practices as being the only tools which can help us to show respect to the market's development and its exigent requirements. We also respect our competitors and we focus mainly on the market's needs. We will always be ready to develop new services and approaches in order to continue to be one of the most important providers of mobility in Romania.

The stakeholder consultation was launched to a long list of stakeholders. The consultation was carried out with stakeholders from Romania and other countries. A total of 456 responses were aggregated and evaluated. The split of responses is balanced at INTERNAL/EXTERNAL level. It can be seen that a large proportion of respondents are internal stakeholders (employees). The high number of responses from employees makes us happy because they have

contributed to our important journey in sustainability performance reporting and defining important new actions.

The final quantification and evaluation of the results and the definition of the materiality matrix took into account certain limitations according to the stakeholder mapping results. Unfortunately from the neighbors no answers were received.

Recommendations received – denkstatt

Category /Shareholder	Group of shareholders	Responses share, %
INTERNAL	Agency employee / support function (Autonom)	47.81
EXTERNAL	Customer	26.54
EXTERNAL	Commercial services supplier	11.18
INTERNAL	Management / Shareholder (Autonom)	4.39
EXTERNAL	International / Local NGO / Professional Association	2.85
EXTERNAL	Investor / Analyst/ Bank representative	2.19
EXTERNAL	University / School / Kindergarten / Social center	1.32
EXTERNAL	Media (press / social-media)	0.88
EXTERNAL	Owner of space rented by the company	0.88
EXTERNAL	Utility supplier / waste management	0.66
EXTERNAL	Supplier of direct material/ raw materials	0.44
EXTERNAL	Public authority / Municipality	0.44
EXTERNAL	Competitor	0.22
EXTERNAL	Potential employee	0.22
EXTERNAL	Neighbors	0.00

52.19%  
answers from Internal Stakeholders

47.81%  
answers from External Stakeholders

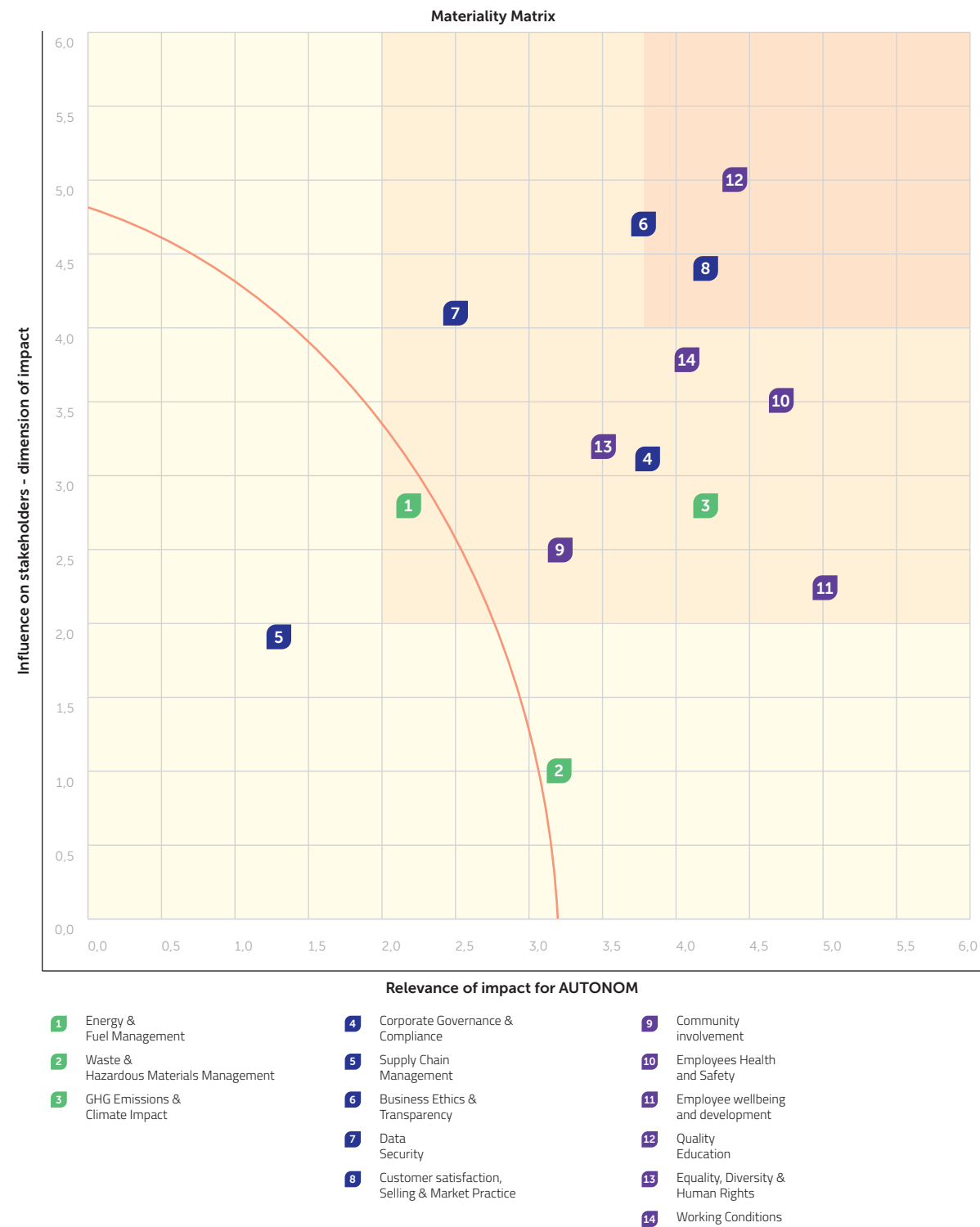
Received Recommendations

Recommendations	Observations / Handover
Purchase of hybrid and electric cars for the rental fleet / Electrification of the rental car fleet	It is part of the substitution program according to the Sustainability Strategy
Selective collection initiatives in agencies	We have defined an internal program that will help us. We will continue to make progress in this segment
Facilitating the access of people with disabilities to the purchase / use of vehicles	We have had requests, we will internally create a simple process that will facilitate faster access in case of requests from interested parties
Promoting the concept of ridesharing and its benefits for both the community and the environment	We will study a potential collaboration in this field with local NGOs
Sports fundraising activities to support various foundations, tree planting, waste collection, etc.	We carry out projects in these areas. Please consult the CSR projects
Reduce paper consumption by digitizing processes	We have a project already launched and we are continuing by digitizing the internal processes further
Involvement and support of planting and greening activities	We are involved and will continue to be
Display of the pollution norm of each vehicle in the rental processes	It is considered by the operational team
LGBTQ awareness campaign	It will be addressed in Human Rights Policy
Hiring people with disabilities	We are working on a guide and considering its launch in 2023
Promoting volunteer activities and those with an impact on local communities	We will increase the visibility for them, we address them at the moment but not enough
Financing of courses / trainings regarding health education in various social centers	We will analyze such a project towards potential launch in the community
Projects for professionalization and personal development of the teaching staff in rural area	We have developed and will continue to develop mentoring programs for teachers
Customer safety	We develop preventive leadership courses with our partners, which we have extended to our partners. We will continue. It is important for us but also for our customers
Campaigns to support the health system	We continuously support NGOs involved in supporting health systems and we will continue to collaborate with them on support issues in the future, it is part of the objectives of community involvement
Long-term approach to "green" investment projects, "green" financing, "green" bonds	It is part of our strategy with the development of the Sustainability Strategy launched in 2021
Promoting volunteer activities and those with an impact on the local community, so that other collaborators, neighbors or clients can come to the aid and contribute to the success of the proposed project.	We will study internally the possibility of extending the potential for volunteering to external stakeholders

## Materiality Matrix

Delineating the material themes of the reporting and disclosure was based on two perspectives:

- considering the potential scale of the impact in the community but considering the relevance of the potential impact to business
- the internal and external scope of the material themes. Because it is different considering that the need and interest of some stakeholder groups had some limitations.



## The limits of material themes

The content of this report has been defined with these limitations and interests in mind:

Dimension/Material Theme/Stakeholder	Scope/ Limits			
	INTERNAL	Limits	EXTERNAL	Limits
ENVIRONMENT				
Energy & Fuel Management	AUT	✓	C, F, IARB, AUP, M, ONG, U, COM	✓
Waste & Hazardous Materials Management	AUT	✓	F, AUP, ONG, C, M, V	✓
GHG Emissions and Climate Impact	AUT		C, F, IARB, AUP, M, ONG, U, COM	✓
SOCIAL				
Community involvement	AUT	✓	C, F, IARB, AUP, M, ONG, PA, U, V	
Employees Health and Safety	AUT		C, F, IARB, AUP, M, ONG, PA	✓
Employee wellbeing and development	AUT		C, F, IARB, AUP, M, ONG, PA, COM	✓
Quality Education	AUT		C, F, IARB, AUP, M, U, ONG, PA	✓
Equality Diversity & Human Rights	AUT		C, F, IARB, AUP, M, ONG, PA	
Working conditions	AUT		C, F, IARB, AUP, M, ONG, PA, COM	✓
BUSINESS				
Corporate Governance & Compliance	AUT		C, F, IARB, AUP, M, ONG, PA, COM, U	
Supply Chain Management	AUT	✓	C, F, IARB, AUP, M, ONG, PA	✓
Business Ethics & Transparency	AUT		C, F, IARB, AUP, M, ONG, PA, COM	✓
Data Security	AUT		C, F, IARB, AUP, M, ONG, PA, COM	✓
Customer satisfaction, Selling & Market Practice	AUT	✓	C, F, IARB, AUP, M, ONG, COM	

**Note:**  
AUT – includes employees of Autonom, Management and Shareholders  
IARB – includes Investors, Analysts and Bank representatives  
F – includes Suppliers of commercial services, utilities, waste and material providers

# Economic impact / Economic performance

*Throughout 2021 we continued to act in an agile and courageous manner, without compromising on our conservative risk policy, thereby supporting continued and sustainable growth.*

Last year, we recorded the highest figures in our business across all relevant performance indicators and we are confident that the financial results in 2021 are just the natural consequences of our long-term business thinking, our organization and risk management, and our organizational culture.

According to Autonom’s Annual Financial Report, 2021 was the best year so far in the company’s history. Last year, we recorded growth

across all business lines and ended the financial year with revenues of RON 394.3 million (+21% growth compared to 2020), operating profit of RON 50.9 million (+53% growth compared to 2020) and a net profit of RON 22.5 million (+212% compared to 2020). Assets increased by 43% compared to 2020, reaching RON 914.5 million, with the cash position reaching RON 200.2 million as at 31 December 2021 – an increase of 168% compared to 31 December 2020.

## Fees/taxes

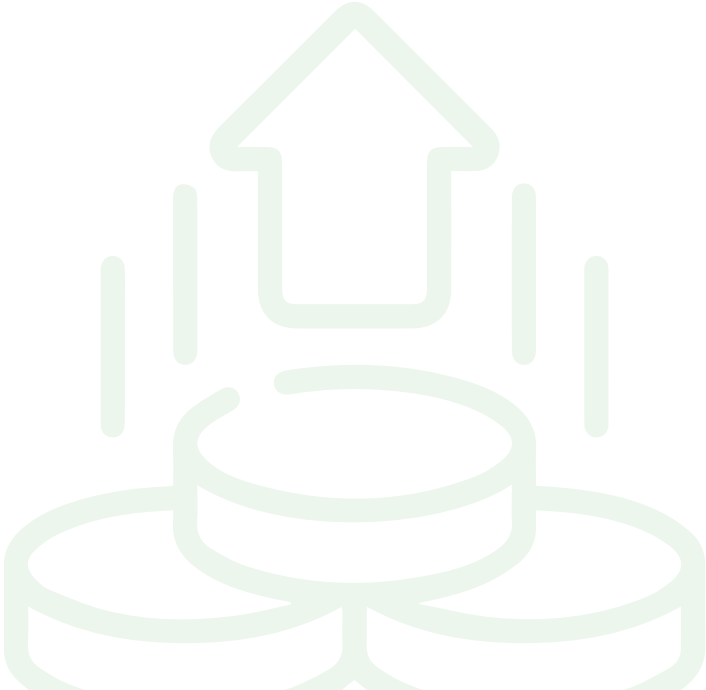
*Revenue, tax and fee transparency is part of our corporate responsibility to contribute to sustainable communities. Timely payment of taxes and duties, and strict compliance with the law, is our commitment to the authorities and the communities in which we operate.*

As of 2021, Autonom Services contributed to the state budget with RON 13.1 million for wages related taxes, RON 1.7 million for local taxes and RON 1.7 million for road taxes. As of December 2021, Autonom became “Large taxpayers”.

We are committed to respect fiscal legislation, and we have an open and constructive connection with the fiscal authorities. Starting with, as an additional measure of compliance with requirements, we decided to audit the financial statements, with support from one of the prestigious companies in the field.

Autonom has no aggressive practices for tax avoidance, preferring not to create artificial structures to reduce paid taxes and does not get involved in transactions with no economic value to get fiscal benefits. Transactions between companies belonging to Autonom Group follow competition practices and OECD principles in force.

We perform ongoing risk analysis, analyze how financial trends could impact the company, and then develop tailored strategies. We analyze and report risks twice a year, during the audit, the Audit Committee being responsible to communicate conclusions to management.



The main financial data for 2021 are shown in the table below. For further details please see the Individual and Consolidated Director’s Report for 2021, following the link: <https://www.autonom.com/assets/uploads/investitori/Annual%20Report%202021.pdf>

	2020	2021
<b>STATEMENT OF FINANCIAL POSITION</b>		
Total non current assets	537,640,128	672,280,828
Total current assets	103,822,538	242,204,603
Total assets	641,462,666	914,485,431
Total equity	106,889,238	129,378,610
Non-current liabilities and provisions	379,353,020	634,902,324
Current liabilities	155,220,408	150,204,499
Total liabilities	534,573,428	785,106,823
Total equity and liabilities	641,462,666	914,485,431
<b>STATEMENT OF PROFIT OR LOSS</b>		
Total operating income	327,028,313	394,260,552
Total operating expenses	- 293,759,831	- 343,387,552
Operating profit	33,268,482	50,872,999
Finance costs	- 25,274,151	- 25,108,036
Finance income	1,329,928	1,665,616
Profit/(loss) before income tax	9,324,259	27,430,580
Income tax expense	- 2,117,287	- 4,941,208
Net profit/(loss) for 12m	7,206,972	22,489,372

## Impact of investment on the local and national economy

*Both locally and nationally, Autonom makes a major contribution to strengthening the economy. This is evidenced by the services we offer in the market, the direct and indirect jobs we create, the wages we offer and the social security contributions and taxes we pay.*

Autonom also has a significant indirect impact in the community in the area of services, through the other companies in the Autonom group but also through the Autonom Foundation, especially in the area of education, where the Foundation’s direct investments exceeded 400 thousand lei.



# Sustainability Strategy



## Mitigating Our CO<sub>2</sub> Impact

Our middle term target (2025) is to reduce the operational intensity of CO<sub>2</sub> by 25%. And in the long run (2030) even more, by 51%.

99% of our carbon footprint consists of indirect emissions, associated with the operational lease and rent-a-car fleet.

The evolution in 2021 confirmed we are on a downward trend of emissions, towards our targets.

Our fleet size increased by 12%, but we were able to reduce our intensity of CO<sub>2</sub> by 2.8% from baseline 2020, reaching an average for the active operational fleet of 149.32 g/km, WLTP values.

Furthermore, our clients reached an annual mileage of 264 million km, an increase of 40% from the previous year. Under these circumstances, our GHG emissions increased by 36%, confirming the improved CO<sub>2</sub> intensity / km.

We reached a milestone in the history of Autonom in terms of the utilization rate of the fleet, 88%, as a direct result of our strategic business decisions.



# Sustainability Strategy

From the inception of our company, Autonom's vision was to be an authentic business model and have a positive impact in our environment and community. Engaging in our communities, mainly by supporting education, is an important part of our organizational culture.

In the 9 years that passed from the start of the Autonom Foundation, through which we developed educational and environmental projects, we managed to get involved in over 630 projects in the communities we belong to. Because we all want to contribute to developing education, our team of volunteers is, in fact, the employees' team of Autonom.

In 2021 we developed and published our Sustainability Strategy, with a long-time horizon 2030 and an intermediate calendar 2025, aligned with the Sustainable Development Goals of 2030 Agenda. We chose 2020 as the baseline for the starting point.

## Strategic Sustainability Pillars of Autonom Services

The Sustainability Strategy of Autonom is aligned with the performance matrix of our organizational culture and with the environment, social and governance principles (ESG), considering, at the same time, the alignment with the most relevant sustainable business strategies of the EU.

It is built up around three pillars: **"environment", "people and community"** and **"sustainable business and governance"** and the environment part is an important direction for our future decisions and actions.

In our Sustainability Strategy, we have defined our goals and targets that we want to achieve, on three pillars, as defined below:

### Our Sustainability Strategic pillars

#### Environment

##### Friendly with our Planet

Reducing our ecological footprint will be driven by a responsible consumption of different resources that we need for our operations.

According to climate change awareness, we settled priorities, in order to reduce the Corporate Carbon Footprint.

#### People & Community

##### Friendly with our People and Community

Community involvement represents a big part of what we are engaged in regarding society's needs; We are developing different kinds of actions through Autonom Group, actions closely related to ESG education, sports, youth engagement and general community support.

Our people are the most important assets for us and we are committed to develop our people thus to have an agile organization.

#### Sustainable Business & Governance

##### Friendly with our Partners

Our business is driven by values with a strong sense of ethics, transparency and integrity. These being the major aspects we will follow and respect in all our actions, and the only ways which will lead us to a successful business.

We aim to offer our customers sustainable mobility solutions, friendly with the environment.

Regarding the environment, our focus goes to responsible consumption of resources needed for our daily activities. The necessity imposed by this measure is also confirmed by the fact

that emissions generated by the operational fleet (operational lease and rent a car), as calculated per CCF, even though indirect for Autonom, represent 99% of our total emissions.



Thus, our main priority is to reduce the emissions of the operational fleet with 25% by 2025 and with 51% by 2030, especially by increasing the share of green vehicles in our operational fleet.

The second main direction for us represents people and community. Even from the beginning of our company, we wished to establish a framework in which people may evolve daily and generate positive impact in the communities we belong to, through supporting education and reducing our impact in the environment. In order to accomplish our educational programs, we plan to invest at least 2% of our net profit, while for personal development of our employees we set a target of minimum 50h annual training / employee.

Last but not least, we plan to build a sustainable future along with our partners. Engaging all our stakeholders in common projects around sustainability, monitoring our customer satisfaction (measured by NPS) and increasing the number of digitized processes are some clear actions to take in this direction.

The complete version of our Sustainability Strategy is available on our dedicated website, sustainability section. ([www.autonom.com/sustainability](http://www.autonom.com/sustainability))

### Pillar Environment

Reducing the CO<sub>2</sub> g/km intensity by 25% until 2025, and 51% until 2030; Contributing to a circular economy by mitigating paper usage in administrative and operational activities with 10% per year; Assuring 50% recyclability for used oil and tires by 2030.



### Pillar People & Community

Community involvement in the area of education, developing projects with high impact, with investment of minimum 2% of the net profit in community projects; Evolve. Daily. Personal development of the employees



### Pillar Sustainable Business & Governance

Business driven by transparency and simplicity, empowering the sustainability responsibility. High rate of client satisfaction (measured by the Net promoter score); Optimizing resources and processes through digitalization; top 5 in our industry in Romania in terms of Business Visibility and Brand awareness.

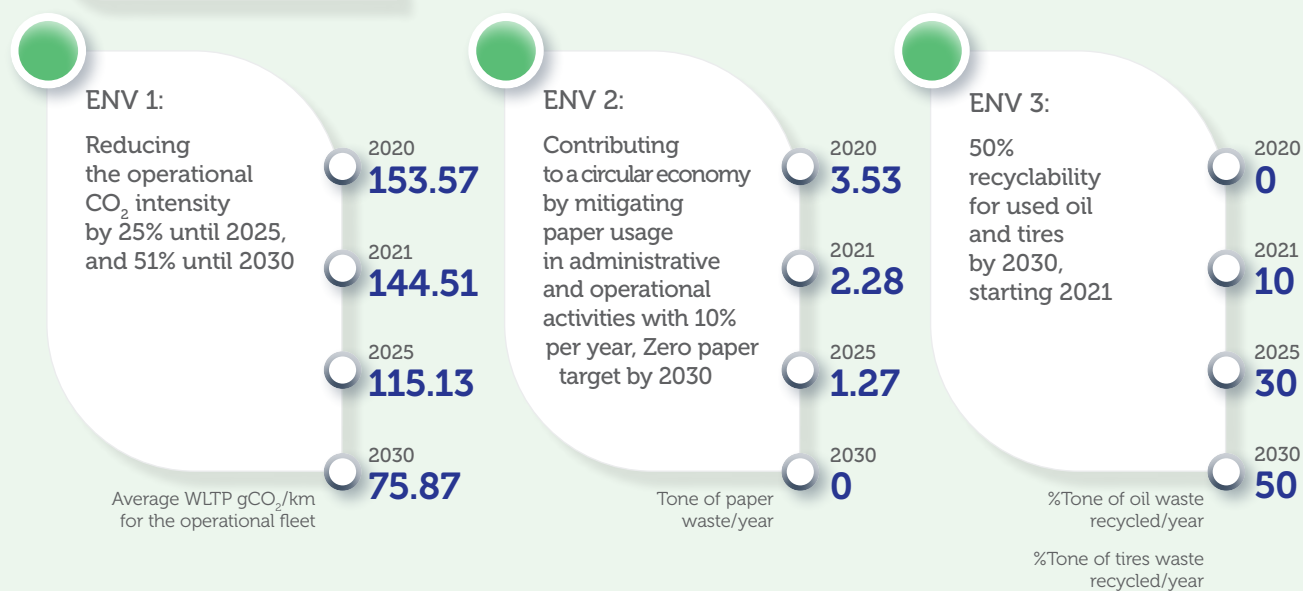


# Sustainability Strategic PILLARS

The following roadmap shows a foreseen scenario to achieve our set up targets on medium term (2025) and long term (2030):

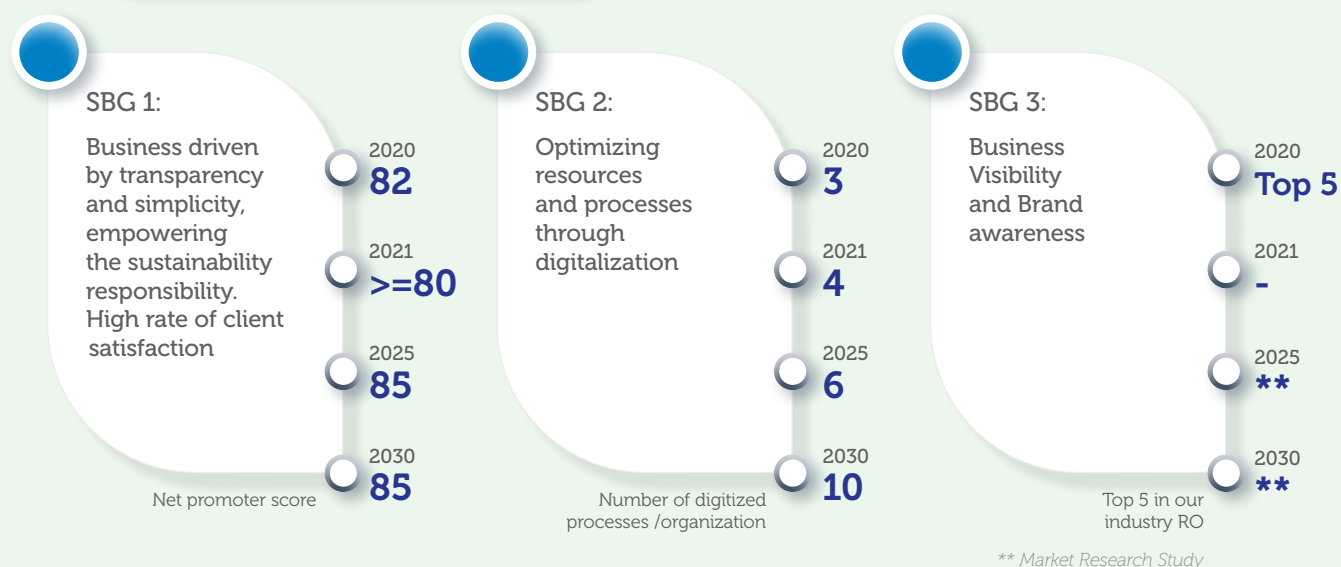
## GOALS/TARGETS

### ENVIRONMENT



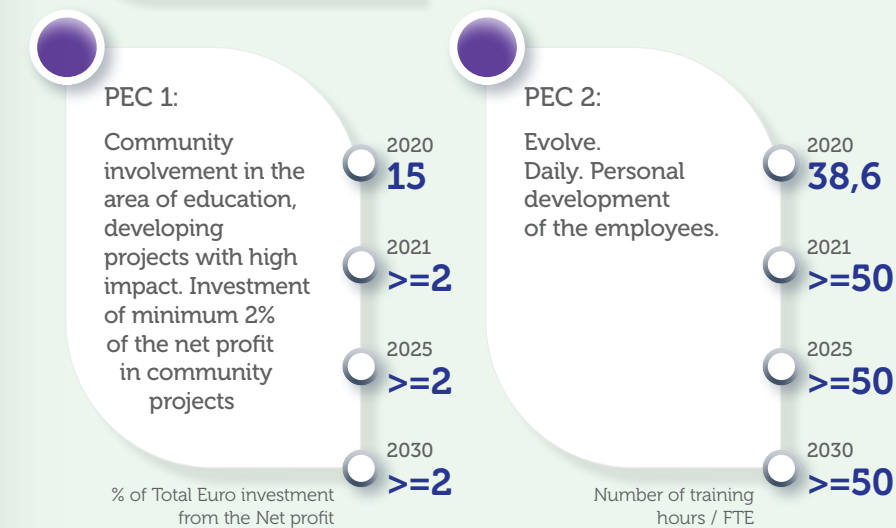
## GOALS/TARGETS

### SUSTAINABLE BUSINESS AND GOVERNANCE



## GOALS/TARGETS

### PEOPLE & COMMUNITY



We strongly believe in a harmonious coexistence of three main pillars, which will fulfill all three parties (ENVIRONMENT, COMMUNITY, BUSINESS) needs, thus, we promote a holistic view, integrated in our core business of our company:





# Sustainable Business and Governance

## Our 370 employees evolve daily



We are a team of teams. Respect, common sense and smiling are our secrets.

In 2021, they attended 4,768 courses which is equal to 20,259 hours of training, reaching an annual average of 58 training hours / employee.

We value the personal development and wellbeing of our employees, facilitating friendly working conditions that promote cooperation and mutual appreciation.

Also, we are proud that our employees read 2,894 books and proposed 790 innovation ideas through our internal mechanism.

We constantly engage in creating personalized development plans for each employee, coaching, training, reading, community involvement and many others included.

# Sustainable Business and Governance

*We see sustainability as a holistic approach that influences all our internal and external processes, with a top-down approach. In order to become a resilient company, we consider sustainability concepts as a key focus area for our continued development and market intervention in our industry. Thus, we are determined to incorporate practices that guide our sustainable performance in all areas of our business.*

In order to have a clear vision of our strategic objectives and to achieve the desired results, we have established a governance structure to promote sustainable business activities.

The following structure describes the roles and responsibilities in Autonom in implementing the Sustainability Strategic and further revision of our strategy per internal needs:



## The role of the Sustainability Committee will be to:

Integrate sustainability into the business strategy, developing policies and procedures embedding sustainability into every business day operation

Select and monitor the KPIs and relative Targets included in the Sustainability Strategy

Track performance with respect to the implementation of the Sustainability Strategy, progress vs targets, KPIs and SPTs, in any relevant operational area

Monitor the publication of the Sustainability annual performance reporting

Oversee the correct implementation of the Sustainability Strategy

Monitor the on going evolution in sustainable finance markets and funding instruments, to be in line with market best practices and analyze opportunities

Manage any future updates of the Sustainability Strategy, including supervising the engagement of independent providers.

The Sustainability Committee will meet twice per year and will have a Sustainability Management Review.

On specific topics, representatives of any other teams may also be included as deemed appropriate.

Implementing the Sustainability Strategy and monitoring progress towards our goals is closely linked to the way we run our business.

Our main concern remains to offer quality services and to interact better and better with our clients and partners, in order to have a real positive impact on society. The Market Research Study approved for 2022 will give us an updated picture of business visibility and brand awareness.

Of course, business growth also means managing a growing database, which means optimizing resources and increasing the digitalisation of core processes.

## Our progress in 2021

\*85

82

Net promoter score

### SPT 1:

SBG 1: Business driven by transparency and simplicity, empowering the sustainability responsibility. High rate of customer satisfaction.

Extension of the NPS score to the rent a car fleet

Internal Feedback approved to be implemented in 2022

3

4

### SPT 2:

SBG 2: Optimizing resources and processes through digitalization

Number of digitized processes / organization

Electronic signature

Top 5

Top 5 in our industry RO

### SPT 3:

SBG 3: Business Visibility and Brand awareness

Market research study, approved for 2022

PILLAR – SUSTAINABLE BUSINESS AND GOVERNANCE

KPIs

Baseline 2020

2021 Data

Initiative lansate

## Our Products and Services

### Main business segments:

#### Operational Leasing:

Operational leasing is a tool for outsourcing vehicle fleets to optimize operational expenses, suitable for companies with large fleets as well as small entrepreneurial firms operating only a few vehicles. Operational leasing is the main category of services provided by the Group with a contractual term between 12 and 57 months.

- Careful commercial risk management policy through the Finance and Risk Department;
- High customer granularity, focus on SME customers (average fleet/customer ~ 5 vehicles);

The operational leasing activity represents **47.1%** of the total revenues of Autonom Services SA.

#### Fixed monthly payment structure

- Insurance
- Tires
- Door to Door Services
- Maintenance and Repairs
- Vehicle Depreciation
- Financing Expenses
- Car Replacement and Road Assistance
- Taxes and Fees
- Monitoring and Telematics
- Other Administrative Expenses



#### Client benefits

- Reduction of operating expenses
- High flexibility and focus on core business
- Financial statements optimization
- Simplified internal processes
- Predictability of car fleet spending

#### Rent-a-Car:

Diversified range of short term car rental services (between one day and 12 months).

More than **85%** of the turnover of this business line was generated in 2021 by corporate customers.

The car rental business accounted for **17.4%** of Autonom Services S.A.'s total revenue in 2021.

#### Second-Hand Car Sales:

Cars in the car rental and operational leasing fleets, having reached the end of their depreciation period, become available for purchase by private and corporate customers.

The activity of second-hand car sales represents **19.95%** of the total Autonom Services S.A. revenues in 2021.



# Supply chain management

*We are aware that we, as an integrated mobility service provider, are an important link in the value chain, with partners both upstream and downstream. As a result, we understand that the impact of our business is not only internal to the organization (through the way we manage our business, assets, human and financial resources) but also indirectly along the entire value chain and we strive to be a best practice example of long-term sustainable business development and build partnerships together to ensure a real positive impact in the community.*

Last year, especially in the second half of the year, car delivery times doubled or tripled, often exceeding 9 or even 12 months, resulting in price indexation and the disappearance of volume discounts traditionally offered by manufacturers and dealers. Inflation has become present in several categories of costs that make up the monthly rate of full service operating leases: insurance, maintenance, tires, replacement car, administration costs. Against this backdrop, our operating lease product has become increasingly attractive, as customers understand better than ever that a long-term fixed-cost contract is a form of inflation protection, that outsourcing done right has multiple benefits, and that their businesses can be more agile if they focus on core business.

At the same time, as a result of delivery delays of new cars and uncertainties in the market, companies have appreciated more the flexibility of short- and medium-term rental solutions to meet immediate mobility needs.

At the end of last year, we started an innovative project for one of our clients, Corporate Car Sharing, aimed at making the use of the company's fleet more efficient. We believe that the potential of this solution is high in Romania and will be adopted by other Autonom customers, as more than 70% of the time company cars are not used, and a more efficient use will have a cost-saving effect on the company, but also a positive impact on the environment through sustainable use.

Following the definition and implementation of the Sustainability Strategy, the year 2021 also marked certain changes in the selection of suppliers. We started looking for national partners, for cost optimization and greater transparency, monitoring and traceability of business links. We have also become

much more attentive to the impact our partners, in turn, have on society and the environment. We will work with those suppliers who exemplify professional ethics and make progress in managing social impact and environmental protection.

In choosing new suppliers, we have also introduced environmental and social impact criteria. As the strategy was actually implemented towards the end of the year, the data for 2021 are partial and indicate that approx. 6% of our suppliers were also assessed on environmental and social criteria. There are also 3 protected units in the list of approved suppliers.

Almost all of our suppliers are local (national), except for the automotive sector, where we also had intra-EU suppliers. The total expenditure with local suppliers of fixed assets (car purchases + leasing) amounted to RON 292.18 million in 2021, and the expenditure allocated to miscellaneous suppliers amounted to RON 92.72 million. The euro equivalent of RON 6.32 million was directed to external suppliers.

We also pay special attention to the partnerships that ensure that the current activity is carried out as well as the safe and environmentally sound disposal of the resulting waste (household, selective collection, tires, oil, DEEE). For more details please see **Circular economy and Waste Management Section**.

In the value chain scheme briefly presented above, in which we have identified supporting and primary activities at the level of Autonom. Optimal management of all these resources, the links between them and potential risks translates directly into the success of our business and profit generation.



## The Company's activity is dependent on the activity of vehicle manufacturers and distributors

The company purchases vehicles from more than 50 vehicle manufacturers and distributors and is dependent on supplying popular, high-quality vehicle models in sufficient numbers to maintain operations and purchasing them on attractive terms. There is no assurance that the Company will be able to maintain a long-term relationship with these manufacturers and distributors

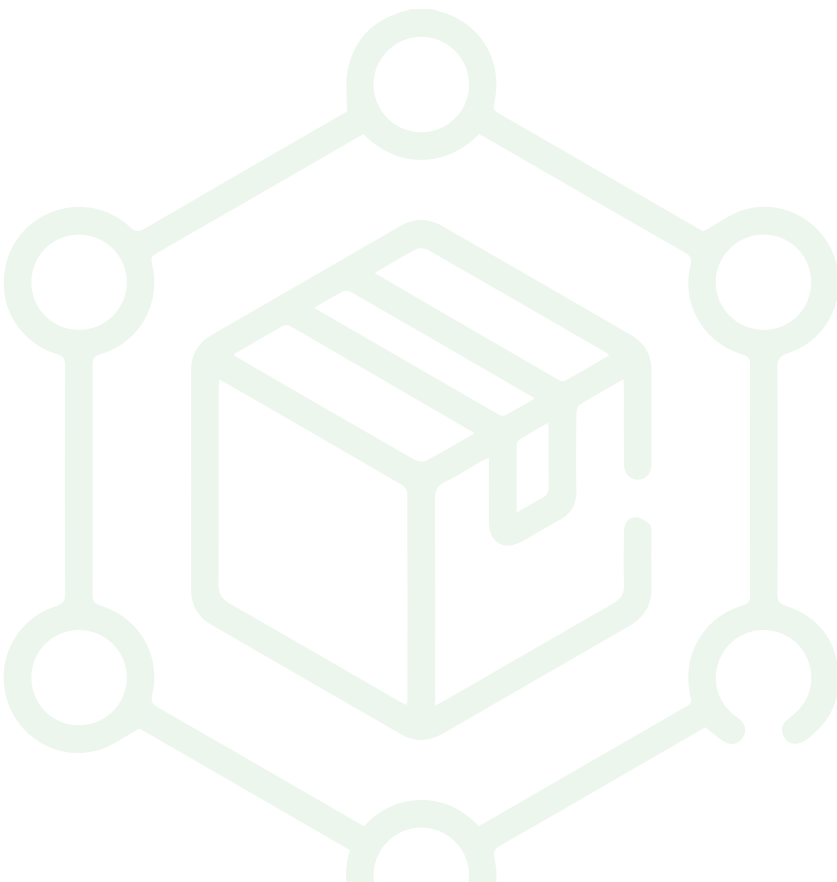
that provides certainty regarding the Company's future purchases of vehicles, and the Company may have difficulty in replacing these manufacturers and distributors with other suppliers who will deliver the vehicles required for the Company's business on the same favorable terms.



## Global shortage of semiconductors and chips could lead to delays in vehicle deliveries by manufacturers or distributors

The COVID-19 pandemic has generated a global shortage that is anticipated to continue in the semiconductor and chip industry and therefore in the automotive production and supply chain. It is possible that the Company's manufacturers and distributors may experience significant delays in the delivery of vehicles ordered by the Company. As a result, the Company may face a reduced ability to renew its fleet within the time frames set out in its contracts

with its partners and at a level commensurate with changing demand. Any limitation on the Company's ability to renew its fleet may lead to increased vehicle uptime and a decrease in customer satisfaction with the vehicles meeting expectations. At the same time, an extended operating life of the vehicles may have a negative impact on the second-hand selling price of these vehicles.



# Customer satisfaction, sales and market practice

*We see fair practices as the only tools that can help us show respect for the evolving market and its demanding requirements. We also respect our competitors and focus mainly on market needs. We will always be ready to develop new services and approaches to continue to be one of the leading mobility providers in Romania.*

Feedback is used to transmit information necessary for the delivery, negotiation and service provision processes and to define approach strategies, to control the intensity of communication and the flows between the different agencies/departments involved in the whole process evaluated.

The contribution to the improvement of service quality, starting from supervisors, colleagues, subordinates and customers, can improve the evolution of the organizational culture that is based on the quality of service provided.

Customer feedback is a direct reflection of their experience with our brand. There's no better way to learn more about our customers and the quality of service we provide than through feedback.

Our organization's culture is based on collecting feedback using the NPS (Net Promoter Score) method. The NPS method aims to increase the likelihood of being recommended by our customers. This method is characterized by asking a single question with the possibility of clarifications or additional details (if necessary).

## Detractors:

these are customers who are likely to provide a negative review because they have indicated that they were dissatisfied with our company. In fact, they can discourage others from working with us. Not only will they take their business elsewhere, but they can tell others to do the same. Out of a possible score of 10, detractors give a mark from 0 to 6.

**The NPS responses we record are divided into three total groups:**

## Liabilities:

liabilities ranked their experience with the company higher than detractors. While their experience with our company may have been good, they are unlikely to actively recommend us to others. Liabilities rate their likelihood of recommending us to others as a 7 or 8.

## Promoters:

promoters rate our company the highest. They are likely to proactively recommend the brand. They are loyal to the company and are most likely eager to spread the good news about what our company does. Promoters rate their experience 9 or 10 out of 10.

An NPS score is compiled and calculated somewhere between -100 and 100. An NPS score of 50 or higher is considered a very reputable score, and a score of 75 or higher is extremely impressive.

**NPS = % promoters – % detractors**

**Basis for calculating the NPS score:**



Quality service for us means customer satisfaction.

There were no incidents of non-compliance with regard to the provision of product and service information, incidents of non-compliance with regard to marketing communications in 2021.

Our products and services, by the nature of our business, have no direct impact on consumer health and safety.

## Customer Safety

As of 2021, no cars in the fleet were monitored for NCAP classification.

We have an internal defensive driving course and, in 2021, these courses have also been conducted externally for our partners and clients, upon request.



# People and Community



## We love to be an active part of our communities

Being part of our communities and engaging in educational programs is part of our nature.

Since the beginning of Autonom, we have engaged in more than 630 projects in our communities.

For this purpose of positive impact, in 2021, more than 300 employees happily dedicated over 512 volunteering hours, being a learning experience and added value for them, too.

To support this, we invested more than RON 3 million in community projects, representing 14% of our net profit.

Autonom continued to be a mobility partner for the ONGs.



# People and Community

Through everything we do, we want to actively contribute to the quality of life of our employees and to the development of the communities in which we operate. Through our constant concern for the personal development of our employees, we are convinced that this ensures the long-term success of our business.

Reading and volunteering are themes we pride ourselves on in Autonom and help us to have a vision for continuous evolution and increased agility and resilience to a wide range of challenges.

Our values and concerns are also aligned with the Sustainable Development Goals, with social impact especially in the area of education (SDG 4) and decent work and economic growth (SDG 8).

**Our projects and programs in education make a substantial contribution to the sustainable development goals listed below:**

## SDGs alignment



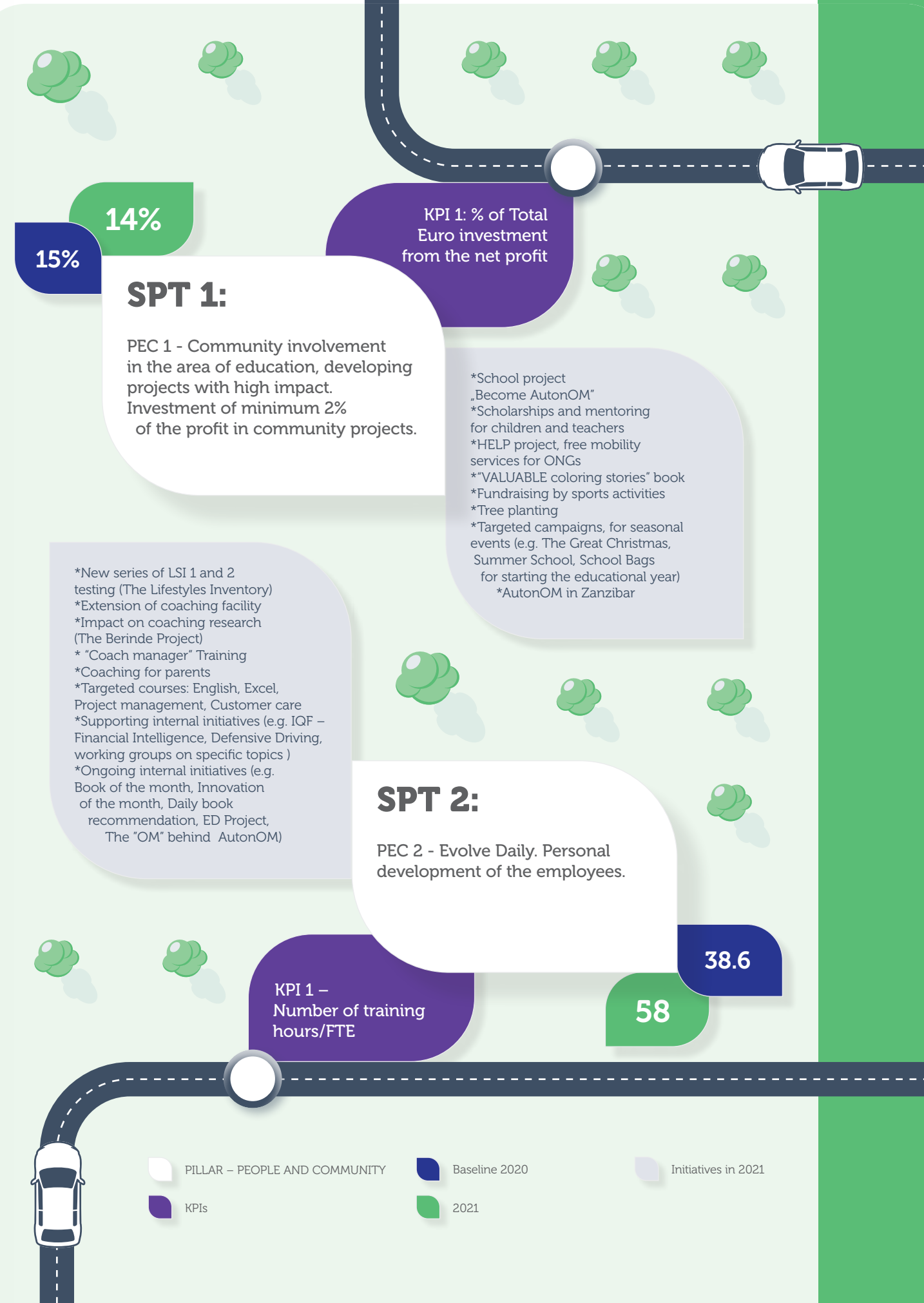
## Our SPTs contribute to the following SDGs:

4.2: By 2030, ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education

4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

8.3: Promote policies to support job creation and growing enterprises

8.6: Promote youth employment, education and training



# Our team

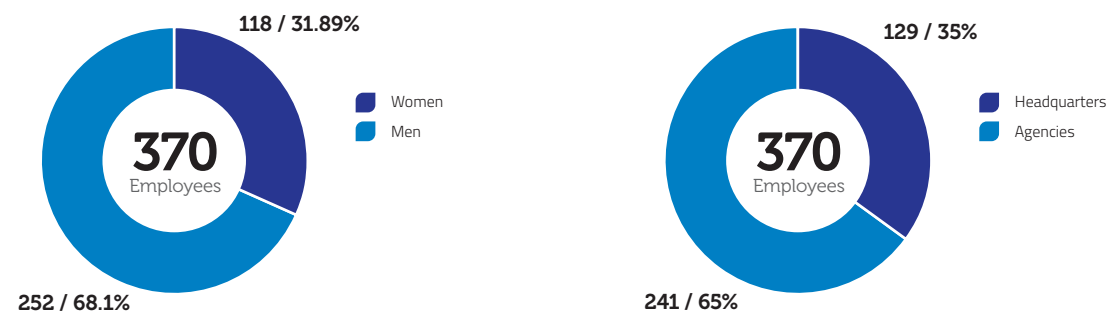
At Autonom we promote a friendly and cooperative work environment where our employees feel respected and valued. Autonom's organizational and operating model is based on small teams, autonomy, flexibility, transparent communication and decentralized decision-making, and this allows us to act and implement solutions quickly.

The people in our teams are what keep the company agile, which is why we continually invest in their education and development, driving their continuous evolution.

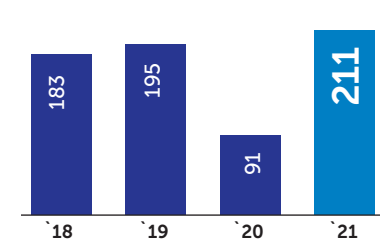
We are aware that our performance would not be possible without the work of a united team, made up of people who embrace the Autonom vision, guided by strong values, committed to our customers and the communities they are part of.

At the end of 2021, the Autonom team consisted of 370 employees, of which 31.89% were women, and the average age was 30.87. As administrative distribution, employees are grouped as active staff in Territorial Agencies and Headquarters (Bucharest and Piatra Neamt).

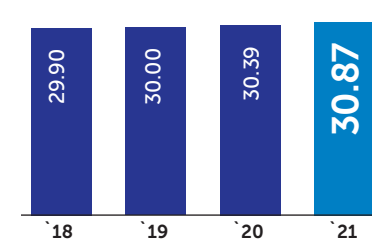
Number of employees, End Year 2021 %



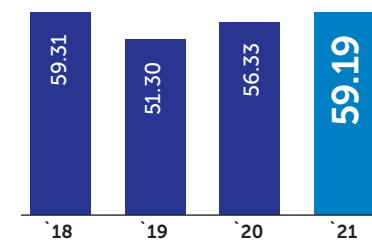
New employees



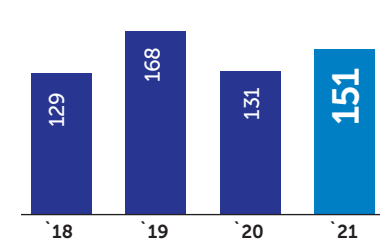
Average age



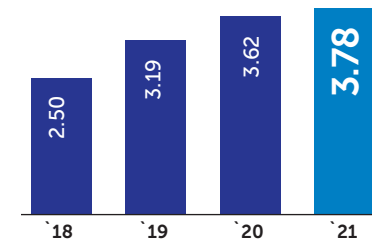
Retention rate %



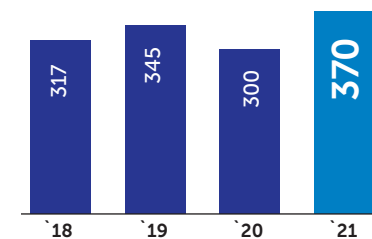
Employees leaving



Average seniority



Active Autonom employees (at the end of the year)



The number of employees increased from the previous year from 300 to 370.

All active contracts at the end of 2021 were signed for an indefinite period and only two employees were registered part-time.

Employees, by working time:

Year	2020			2021		
Gender	Men	Women	Total	Men	Women	Total
Full time	205	95	300	251	117	368
Part time	0	0	0	1	1	2
Total employees	205	95	300	252	118	370

The majority of employees are involved in operational activity at the local agency level (65%), while the rest (35%) staff

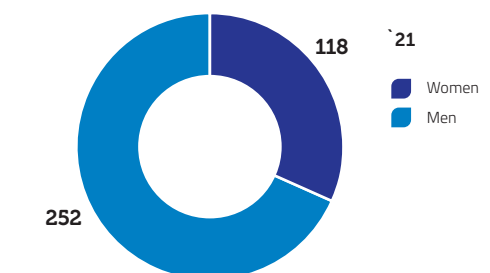
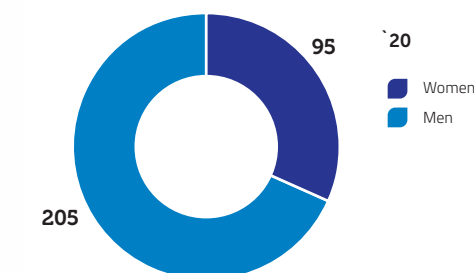
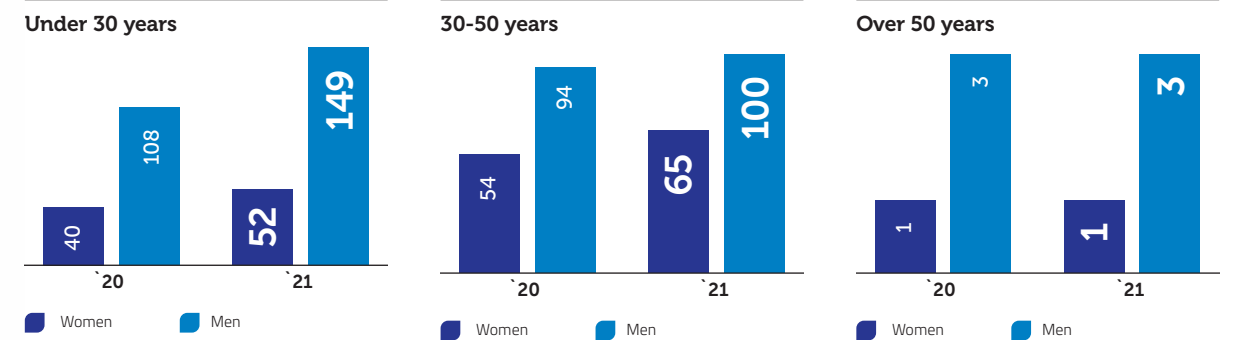
of departments are located in the two head offices in Bucharest and Piatra Neamt.

Employees, by contract type:

Year	2020				2021			
	Headquarters		Agencies		Headquarters		Agencies	
Gender	Men	Women	Men	Women	Men	Women	Men	Women
Permanent	43	57	162	38	57	72	196	45
Determined period	0	0	0	0	0	0	0	0
Total employees	43	57	162	38	57	72	196	45

There is a higher proportion of male employees in the under 30 age group, mainly due to the nature of the work of the service agent post, which is particularly suitable for them.

Representation of age groups in the total number of employees:



## Collective labor contract and employee representation

All Autonom employees benefit from the provisions of the Collective Labor Contract. It is based on combining the values of Autonom Services S.A. with the legislation in force.

Compliance with all employees' rights goes hand in hand with respect for the values of Autonom:

Honesty and integrity are fundamental to the development of our company.

We do what it takes to help our customers.

We are a team. Respect, common sense and a smile are our secrets.

We are adaptable and flexible. Simplicity is our way.

We evolve daily.

When the person becomes our employee, it is necessary to understand and respect the company's values. All employees shall enjoy working conditions appropriate to their work, social protection, health and safety at work, the right to equal opportunities and treatment, and respect for their dignity and conscience, without any discrimination.

Through our policy, we ensure that there is no discrimination in the recruitment, hiring and promotion process on the basis of gender, marital status, sexual identity, religion, political options, ethnicity, race, nationality, genetic characteristics, age, etc. The Company's internal rules include, among others, rules on compliance with the principle of non-discrimination and the elimination of any form of violation of dignity. Thus, no incidents of discrimination were recorded in 2021.

The collective labor contract regulates issues such as the rights and obligations of employees and the employer, and includes, among other things, issues relating to the notice period, consultation and negotiation provisions.

After drafting the documents, in the event of a possible termination, the duration of the notice period until the termination of the contract is in accordance with the provisions of the Labor Code and implicitly, those of the Collective Labor Contract, namely 20 working days for executive positions and 45 working days for managerial positions.

Autonom employees are not organized in a union, but have 4 employee representatives.

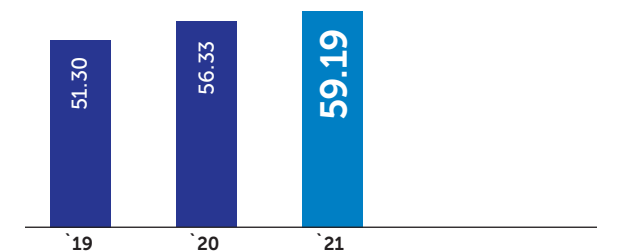
### Staff turnover, by categories

	2021			
	New employees		Employees leaving	
Gender	Number	%	Number	%
Women	41	19%	25	17%
Men	170	81%	126	83%
Age group	Number	%	Number	%
Below 30 years	178	84%	117	69%
30-50 years	33	16%	33	14%
Over 50 years	0	0%	1	1%
Location	Number	%	Number	%
Headquarters	39	18%	32	21%
Agencies	172	82%	119	19%
Total	211	-	151	-

The staff retention rate, calculated according to the formula below, has increased over the last 3 years, from 51.35% in 2019 to 59.19% in 2021.

Staff retention rate = (no. employees at end of year – employees leaving) / no. employees at end of year \* 100

### Retention rate %



## Employee Health and Safety

We value the integrity of our employees, driven by an awareness of their role in the success of our business. Therefore, we always pay attention to their needs in terms of equipment, devices and instructions to ensure a safe workplace.

We are careful to ensure a safe working environment for our employees, with minimal risk of accidents, injuries or occupational diseases. The safety of colleagues is very important to us. At Autonom, we comply with specific national legislation and minimum health and safety requirements.

Employees are trained regularly, according to annual training topics, every 6 months for TESA staff and every 3 months for company car drivers.

We have organized an Occupational Health and Safety Committee, Internal Prevention and Protection Service and Risk Assessor.

The internal Prevention and Protection Service aims to internally assess the risks on health and safety at work for all functions and workstations in the organization and to ensure the best

conditions in carrying out the work process, protecting life, physical and mental integrity, preserving the health of workers or other persons participating in the work process.

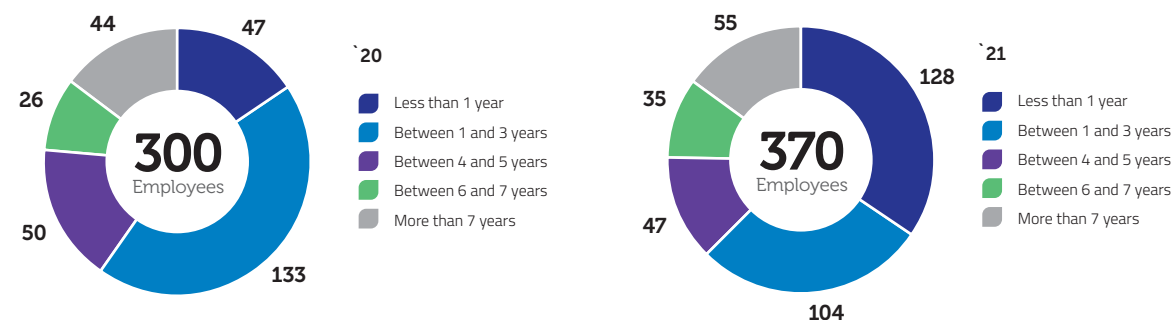
We aim to move to digitized training from 2022.

In 2021, as in previous years, there were no accidents at work, cases of occupational diseases or deaths that could be attributed to risks or dangers at work.

An established internal project to look after the safety of our colleagues is the course on "Defensive driving". In 2021, 29 in-house courses were held, attended by 316 colleagues. We have also helped to raise awareness of the subject externally by extending the courses to our partners.

## Staff turnover

### Representation by seniority in the total number of employees over the last two years:



Over the last four years, staff turnover has been relatively constant, in the context of staff volatility in the market, but we are constantly concerned and attentive to the variables, reasons and factors

influencing it. The highest rate of turnover, cumulatively, is at agency level, in the male, under 30 category, mostly in 'entry level' customer service agent positions.



Employee benefits:

“We are a team. Respect, common sense and a smile are our secrets” and that is why we want to have colleagues with integrity, who share our principles and values.

The benefits we offer our employees are designed to motivate them, increase their performance and ensure their retention.

They are designed to support our employees in various situations encountered in their daily professional and private lives.

The Collective Labor Contract provides the following benefits:

- ✓ Meal vouchers
- ✓ Paid days off for special family events
- ✓ Bonuses
- ✓ Private health insurance
- ✓ Private pension package
- ✓ Pillar III pension fund – company doubles amount, until to the maximum equivalent of 160 lei
- ✓ Payment of transport costs to/from work
- ✓ Unlimited access to Autonom libraries
- ✓ Participation in sporting events and marathons
- ✓ Preferential car rental rates
- ✓ 50% discount on the gym membership

We have additional insurance for colleagues who work as Customer Service Agents, which covers accidents and hospitalization. The insurance is paid in full by the Autonom.

Parental leave:

In 2021, 5 employees requested and received parental leave. Also, 4 employees returned to work after finishing parental leave in previous years.

Year	2020	2021
TOTAL NUMBER of employees that benefited of parental leave	10	5
Women	9	5
Men	1	0
TOTAL NUMBER of employees that returned from parental leave	5	4
Women	4	4
Men	1	0

Remuneration policy:

The general principles for setting the Group’s employee remuneration policies are as follows:

- Attracting, retaining and motivating the best professionals;
- Rewarding achievement of objectives;
- Maintaining competitiveness in the remuneration market;
- Aligning remuneration with good governance recommendations;
- Promoting transparency on remuneration and the criteria for determining it.

Autonom has implemented a succession plan for the top ten managers in the organization. Autonom’s management team is a very stable one, with low staff turnover. As of June 2021, Autonom has renamed/reclassified internal functions to provide employees with better career traceability.

A key aspect of Autonom’s remuneration policy is that members of the sales team are paid a fixed salary, with no bonuses linked to individual performance. The Group has implemented an annual bonus policy at team level, with each employee receiving a profit share as a bonus at the annual financial year level.

Working Conditions, Wellbeing and Development of Employees

We emphasize a relaxed and friendly atmosphere in the workplace, believing that a positive attitude is the key to our employees’ wellbeing. We are also open when it comes to development needs and careful to take into account everyone’s professional development goals. We have a substantial training budget available to all employees and we emphasize development as a daily practice, tracking everyone’s progress in semi-annual evaluations.

Success for us is defined by the evolution of our colleagues, as a result people growth remains the most rewarding investment and the main factor in the sustainability of our business. Being able to provide the framework in which people can constantly push their limits in the context of accelerated business growth is one of the biggest challenges.

What we set out to do:

- To increase the number of education and training programs for employees
- To increase the involvement in community development
- To promote education by supporting specific programs

2021 was also a year in Autonom where we took full advantage to accelerate the learning and development process of the team.

Training and professional development:

All employees are university graduates or undergraduates. The company pays a lot of attention to the education of its employees and, to this end, we build a learning experience as personalized as possible, through training, coaching, courses and support from company leaders.

In Autonom, the planning process for organizing training programs takes into account aspects such as legislative requirements

related to certification and periodic authorization for our field of activity, qualifications specific to the activities carried out, first aid courses or refresher courses in certain areas (GDPR, HSE, etc.) as well as development programs derived from the organization’s strategy and aligned to the organizational culture, which aim to strengthen the leadership skills of employees as well as increase their involvement.

4,768 courses

20,259 hours

117.60% target training hours

## Employees, during 2021

	No of courses	No of hours	No of people	Male	Female
Total number of training hours for SENIOR Management	68	484	3	3	0
Total number of training hours for employees in Middle Management, departments	490	1,312	20	9	11
Total number of training hours for employees in Middle Management, agencies	357	745	18	13	5
Total number of training hours for employees	3,853	17,718	337	236	101
TOTAL	4,768	20,259	378	261	117

## Average training hours over 2021, available by gender:

Employees, during 2021	No of employees	No of training hours	No of courses	Average hours / employees
Women	117	7,328	2,204	62.63
Men	261	12,974	2,574	49.52

During 2021, employee training was predominantly conducted through online sessions – training, webinar, workshop, and these were delivered by both external providers and colleagues as internal trainers.

Evaluation of the quality of the training and the satisfaction of those who participate in the training programs is carried out after each training session. The aspects we take into account are both the quality of the course content and material and the trainer's training and availability.

## Example external course / program 2021

	Average hours
Impact on coaching research (The Berinde Project)	48
Individual coaching	156
English classes	188
„Coach manager” training	8
Series of LSI 1 and 2 testing (The Lifestyles Inventory)	33
Coaching for parents	7
Project Management	14
Excel course	24
Customer Care	28

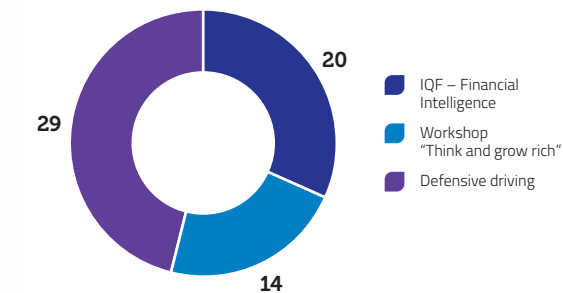
## Internal programs/initiatives: How do we make sure we evolve every day?

In addition to external training on various topics and development programs that give participants the opportunity to progress gradually, Autonom employees have the opportunity to participate in internal programs.

## In-house trainings held by Autonom employees

Starting from the premise that teaching is the best way to learn, anyone can give classes in our company on a chosen topic of interest. During this difficult period, when face-to-face interactions were limited, these projects also helped to keep people's energy and morale high.

## In-house examples of trainings held by Autonom employees, during 2021



**IQF – Financial Intelligence** is a project covering both personal and company finance. It is carried out on a recurring basis, alternating training modules, in which we review financial concepts at a theoretical level, with workshop-type modules, in which we deepen the notions covered in the theoretical part.

Intensive Workshop **“Think and grow rich”** is a pilot project started in October 2021, whereby an internal group, through 18 modules held as weekly meetings, will deepen through open discussions the concepts presented in the book of the same name written by Napoleon Hill (Think and grow rich). After completing the final assessments, participants will receive graduation diplomas.

**Book of the month** – it is recognized that at Autonom, reading is a job duty. We have a library of business and personal development books available in each office, and the budget to purchase them is unlimited. Colleagues are free to read during the program, and during monthly meetings or semester evaluations, we discuss the books we read and the aha's they gave us. We also have a list of recommended books for new colleagues and beyond available on our website.

## Other examples of internal initiatives:

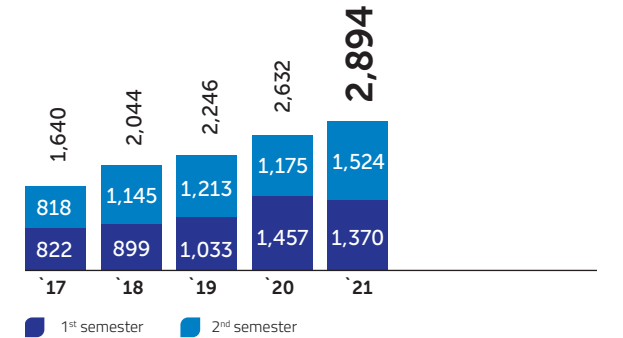
**Daily book recommendation** is another in-house initiative to encourage reading and the exchange of ideas discovered in books. Every day, our colleagues play a game where a colleague is nominated to pass on ideas from a book that impressed them. In 2021, 245 books were recommended by our colleagues.

**ED Project, Evolve Daily** is a daily, short, internal newsletter learning opportunity. ED, in the form of a sympathetic character, gives each colleague the opportunity to write about an idea they have recently discovered in a book they have read / in a course or which has arisen as a result of a personal AHA moment. This initiative started 3 years ago and each nominated team can choose

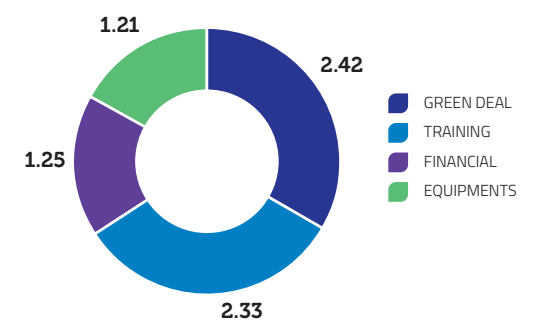
**Innovation of the month** is another recognized project where we encourage the free expression of ideas that have a direct impact on business transformation. On a monthly basis we collect, select and implement innovation proposals received from colleagues. In 2021 we had a total of 790 innovations proposed by our colleagues.

It is also very important to mention that **monthly team meetings** have a mandatory component of learning and interaction between employees.

## Books read:



## Top reading departments



a weekly theme from a predefined list (Organizational Culture, Team Building and Leadership, Wellbeing, Communication and Customer Care, Time Management, Organization and Habits, Financial Intelligence) or propose a customized theme (among which were: The Child of today/ the Adult of tomorrow, behind the scenes of Marketing or the Autonom Foundation). In 2021, 234 episodes were submitted and the average open rate was 57.20%.

**The OM (human) behind AutonOM** is a series of interviews with our colleagues to get to know each other and learn from each other's personal experiences. In 2021 we had 30 such interviews.

Performance Evaluation:

Performance assesment is carried out for all Autonom employees, regardless of their position, and the assessment system is laid down in the Collective Labor Contract.

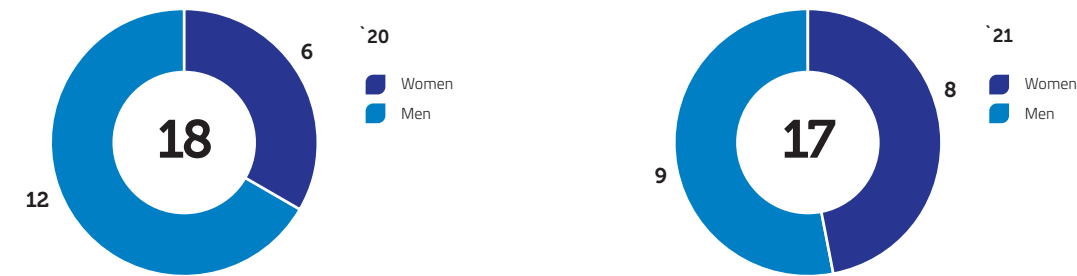
Autonom employees are assessed in terms of job performance based on performance and development objectives, with individual objectives aligned to Autonom objectives (operational objectives, personal development objectives, social involvement objectives).

The assessment process is transparent (it provides precise and clear rules on evaluation and marks are awarded), objective and fair.

The assessment criteria set the framework for ensuring that the requirements of the job, the employee's qualities and the results achieved are in line with an Assessment Sheet.

- Assessment criteria:
- Performance: Job specific tasks (performed vs. proposed)
  - Books (read vs to read)
  - Courses, trainings, new skills
  - Values
  - Innovation proposals/improvement
  - Community involvement
  - Objectives for the next 6 months
- Based on the results of the twice-yearly evaluation and the conclusions of the development dialogue, development needs are identified and included in a personalized Training Plan.
- The assessment also contributes to the implementation of the succession plan, which identifies employees who want to take over managerial or specialist positions in key positions. Specific training and development programs are implemented to develop professional and personal skills specific to a position.

Number of employees promoted with position change



Recruiting:

Our benefits extend to the opportunity to grow professionally. Our recruitment and selection policy for vacancies or new positions, as well as the succession plan for certain categories of key positions, provide that the first category of recruitment sources is internal (if the professional profile corresponds to the requirements of the vacancy).

A newly added practice is the welcome gift. It is tailored to the colleague's future work, but all gifts must include a book.

Also as a novelty, we have built an onboarding program, customized for each area of activity, which includes role-specific training, settling into Autonom's extended team, understanding the organizational culture and how things happen around us, as well as ongoing support during the settling-in period through

the assignment of a dedicated colleague. We are constantly looking to improve the induction and settling in process for new colleagues, as a result, each new employee has weekly discussions with the direct manager and get-to-know discussions with members of the teams they will be working with and beyond.

In addition, as soon as we join the organization, we want learning to be one of the unmissable elements of the daily routine, so we discuss the training plan and the recommended books for the first few months.

Evaluation of the onboarding process takes place after the first 2 months. Through a feedback questionnaire, we take the pulse of their integration into the new team and their adjustment to their new role.

Employee wellbeing

Our organizational culture emphasizes the continuous development of people and learning is one of the unmissable elements of the daily routine. We create the context for a relaxed and friendly atmosphere at work, being sure that a positive attitude contributes significantly to wellbeing, thus increasing motivation and productivity.

Through internal study **"Values, 360 as a Team"**, we set out to see to what extent colleagues in each agency and department believe that the company's values are duly met by all members of the team they are part of. The main intention was to see if people are still living by the values they chose. The result showed an average of 3.46 for the five Autonom core values on a scale of 1 to 5.

The study showed people's willingness to express themselves freely, voluntarily and anonymously, confirming the intention and interest in developing an internal feedback mechanism.

We organized 3 national team buildings with colleagues from different departments and regions, with respect to safety measures. A total of 108 colleagues attended the 3 meetings, by sales, technical and regions/branches. The aim was to improve communication between remote colleagues and their counterparts, optimize operational tasks and working procedures and get to know colleagues on a more personal level to mitigate conflicts.

The monthly meetings aim to increase transparency in internal communication. Through these, we ensure the perpetuation of the defining elements of the Autonom culture and related management principles: discussions about centralizing figures for good applied financial education, icebreakers for better team bonding, discussions about monthly books and innovations to maximize their impact and usefulness, the recommended element of learning from each such session whereby anyone can teach anyone anything, even if it is not directly related to the business side.

Diversity, Equality and Human Rights

*At Autonom, we accept and encourage diversity and do not tolerate any hostile behavior in this regard. We will always treat this issue with the utmost care and ensure that human rights are always complied with in our company and in other external contexts related to our company. We value gender equality and have a significant representation of women in management positions.*

We believe that all citizens have equal rights and that diversity is an important element of a strong society and we strive to contribute to an inclusive world by promoting this value in our daily work.

At Autonom, the right to work is not restricted for any employee and everyone has equal opportunities. Any form of direct or indirect discrimination based on age, gender, nationality, religion, physical or mental disability, ethnicity, political choice, sexual orientation or any other personal characteristics considered disadvantaged by law is strictly prohibited.

In addition to complying with national legislation, we use it as a benchmark principle developed at international level, such as the European Convention on Human Rights and the Universal Declaration of Human Rights.

Employees in management positions and evolution compared to year level previous:

Employees in management positions	2020		2021	
	Number	Age 30-50 years	Number	Age 30-50 years
Women	16	15	16	15
%		94%		94%
Men	24	23	22	21
%		93%		95%
TOTAL	40	95%	38	95%



Distribution of employees by age and gender and evolution compared to the previous year's level:

Year	2020	2021
<b>Below 30 years</b>	<b>148</b>	<b>201</b>
Women	40	52
Men	108	149
%	49.33%	54.32%
<b>30-50 years</b>	<b>148</b>	<b>165</b>
Women	54	65
Men	94	100
%	49.33%	44.59%
<b>Over 50 years</b>	<b>4</b>	<b>4</b>
Women	1	1
Men	3	3
%	1.34%	1.09%

Mitigating discrimination:

All our employees are given equal opportunities, so recruitment, hiring and promotion within the company is based strictly on criteria related to the competence and performance of the employee.

The selection and promotion of people is based solely on competence. We are open to diversity and strive to provide an efficient and pleasant working environment with a balanced work-life balance.

Our employee profile is not about age, but about enthusiasm and passion, not about gender, but about professionalism, not about ethnicity, but about skills and competences.

There were no reported incidents of discrimination at our organization in 2021.

Our policy can be found at <https://www.autonom.com/anti-slavery-policy>.

Working Conditions

We are engaged in providing the best solutions for our employees, in order to have proper working conditions. We customize and supply all our working areas with suitable assets for our business nature.

In addition to the benefits mentioned above, as we are concerned about the well-being of our employees, we pay attention to the conditions in which they work and to the aspects that can lead to reducing stress in the workplace and creating a relaxed atmosphere. The infrastructure of the office spaces is friendly and ergonomic, with seating areas and meeting rooms.

Furthermore, as we encourage reading, each location has its own library, making it easier for employees to access books and to read even during working hours. There is also the possibility to access a significant number of books in digital or audio format.

Workspaces are also equipped with kitchens, encouraging time together during lunch breaks. Depending on the location, employees have access to coffee, tea, fruits or natural juices.

Involvement in the community

Entrepreneurship and putting the community at the heart of what we do has always been in our DNA and that of our team. Involvement in our communities, mainly through supporting education, is an integral part of the organizational culture we have built at Autonom.

Implicitly, throughout this time, we have sought to maximize positive impact through investments with long-term applicability, from 2013 to date, materializing our vision through over 630 projects with impact in education and environment, carried out directly by Autonom or indirectly through Autonom Foundation.

Community projects

The year 2021 was a natural continuation of our established way of getting involved in the community, supporting a large number

of organizations that had ongoing or proposed new projects that we could and wanted to support.

Autonom	2021
Number of organizations that benefit of direct support	34
Total value of contribution, Lei	3,125,457
Donated products and services, Lei equivalent	342,503
Total number of volunteering hours	512

Also in this second year of the health crisis, we ran the HELP project, continuing to be mobility sponsors for NGOs and institutions directly involved in mitigating the effects of the COVID-19 pandemic.

Main results of 2021

Autonom, direct impact:

- We continued to support projects (culture, society, sport, education) worth RON 3,125,457 and supported 34 organizations. The amount allocated in 2021 was about three times more compared to 2020, maintaining a very high rate of direct investment in the community as a share of net profit: 14%;
- The largest contribution was to the Autonom Foundation, totaling RON 2,515,459, to support education projects in which Autonom employees are directly involved as volunteers;
- The total value of the amounts allocated in services, in the form of sponsorships of mobility services, was the equivalent of RON 342,503, amounting to 2,282 rental days, supporting 29 organizations and honoring 66 requests;
- More than 300 colleagues chose to volunteer again this year and dedicated 512 hours to programs run in educational projects in the communities they belong to, primarily via Autonom Foundation.

### Examples of projects where employees have been involved in the community:

The largest national mobilization in Autonom was **The Big Christmas Campaign**, through which more than 50 colleagues from 24 counties of Romania happily supported TOTUL ESTE POSIBIL (EVERYTHING IS POSSIBLE) NGO by preparing and offering more than 4,800 gifts to people from disadvantaged categories, in the form of school supplies, books, toys, sweets, cosmetics and personal hygiene products, clothing and footwear.

**“Autonom in Zanzibar”** was a pilot project that proved that team union and the desire for community involvement knows no boundaries. In March 2021, a significant part of a colleague's holiday was spent on charity and education projects with children in schools and villages on the island of Zanzibar, Tanzania. In addition to the support provided by the Autonom Foundation, in the form of educational materials for three local schools, identifying basic needs on the spot, 10 other colleagues also mobilized and contributed to the purchase of more than 200 complete sets of equipment (uniforms, school bags and school supplies).

**Tree planting, Piatra Neamț:** 40 Autonom employees, 25 adults and 15 children, planted 500 saplings together with representatives from the Gărcina Forestry Office.

**CASA BUNA** – 10 colleagues, during 12 hours, helped with transportation of donations and materials for the new “Casa Buna” established in Nucșoara.

**Running** is one of the favorite sports at Autonom and is always associated with a humanitarian cause. Since the pandemic context prevented us from physically meeting at sports competitions, the innovative spirit of our company gave birth to the idea of the “Autonom Fun Run” project, through which our colleagues were encouraged to run individually. Overall, 50 of them joined the project and managed to total 630 km nationwide, in about 100 sessions, raising also the amount of 7,272 lei for the Autonom Foundation. Also, by participating in **Autism 24 Ultramarathon (Mamaia) and Galați Ultramarathon**, 20 colleagues managed to raise around 10,000 euros, which contributed to the construction of a rehabilitation center for children with autism and to equip the Rainbow Cottage, where rehabilitation therapies take place, with the necessary software.

#### Indirect impact, through the Autonom Foundation:

- The total value of the amounts allocated to projects through the Foundation was RON 417,265.84;
- This year again, educational institutions and NGOs were the main community partners, the Foundation offering support to 128 partners.

For more details on the Autonom Foundation's projects, please visit the Foundation's Report 2021 - <https://fundatia.autonom.ro/sustine-fundatia-autonom/>.



## Quality Education

*By supporting the education system by investing in children's development and positively influencing the wellbeing of our employees, we maintain a strong involvement in our communities and believe we can best make our mark in the future. We consider business to be one of the most competent actors in society in terms of knowledge sharing, therefore we will continue to promote continuous learning and raise awareness about more sustainable behavior.*

In 2021 we carried out 128 educational projects, the highest number ever, providing scholarships, modernizing and equipping several schools with educational materials, organizing various creative workshops and field trips, supporting talented students and providing mentoring. Most of them have been implemented through the Autonom Foundation.

We have initiated a new program **“Become AutonOM”** through which we reached 241 students, from 8 top urban and rural schools spread across the country. As part of this program, we met (in person or online) every week during the leadership classes and talked to the students about values, involvement, volunteering, financial literacy, passions, the importance of reading, managing feelings and more. Feedback from participants, students, teachers and parents, confirmed that we can contribute to the development of key competences and the evolution of those around us by giving of our time, knowledge and experiences. The pilot program ran from November 2021 to March 2022 and will continue in 2022.

**Change Architects Program, from All Grow ONG**, meant direct engagement of 10 of our colleagues both as jury members and as mentoring. Through this program, our colleagues reached 316 students and 18 teachers, totaling 50 hours of volunteering, with an estimated economic value of EUR 750. The impact on the final beneficiaries was even greater, their number reaching 2035.

**The Scholarship Fund** is a support program initiated by the Buzau Community Foundation (FCBZ) in 2018 for students in Buzau county, with great potential but limited resources. Starting 2021, the Scholarship Fund will be developed in partnership with local NGOs and the scholarships will be accompanied by mentoring programs offered in collaboration with entrepreneurs and teachers from Buzau. In this project we were 3 teams of 2 Autonom volunteers, with each supporting financially and through mentoring hours a child with potential from Buzau county.

**“VALUABLE coloring stories”** is a project based on the values promoted in Autonom, in which 10 colleagues created stories and coloring pages for each value, with ED and his friends as characters. The 1,000 copies printed were enjoyed both by our colleagues, invited to color together, one copy per agency and department, and by all the children belonging to educational projects we were already part of.

### Mentoring for students and teachers

**Schoolmaster mentoring:** a total of 9 colleagues were involved in mentoring under the program business-mentor for Leadership Academy 2022, where they each mentored 2 future school principals to maximize their impact in their position of desire, thereby increasing their chances of winning the job competition. Our intervention took place after some nice and successful activities for school principals done together in AVE – Training for the practical test of the national competition for school principals and the Principal of the Year Awards Gala 2021.

Also, in order to get involved and contribute to the educational process, we continued our collaboration with the **Teach for Romania**. For the second year in a row, we were able to offer a scholarship for a development program and thus supported the expenses of training a Teach for Romania teacher, who will certainly succeed in making a positive impact on the lives of many students. Additionally, a number of 25 autonomous volunteers actively participated in the selection process of future Teach teachers within the Assessment centers run by Teach For Romania.

The **“Summer School”** Campaign brought together 20 colleagues who, during the summer months of June–August 2021, held open lessons for 176 primary and secondary school children, proposed by TOTUL ESTE POSIBIL ONG. The meetings were, depending on the restrictions of the moment, held in physical format or online, in 10 settlements in the country, spread over 8 counties.

The **“I want to go to school”** Campaign, which ran from August to September 2021, mobilized colleagues nationwide, encouraging them to donate over 800 sets of school supplies, new or in very good condition, to children from disadvantaged backgrounds. As a token of appreciation and gratitude for their effort, the Autonom Foundation has doubled the number of school supplies donated directly by our colleagues.



# Care for the Environment



## Focus on responsible consumption

We are focused on responsible consumption and we plan to reach ZERO PAPER consumed in operational activities by 2030.

In 2021, we reduced our paper consumption by 37% from baseline 2020, reaching 2.2 tons of paper used and signed a national contract for paper, plastic, metal and glass recycling.

Other significant resources generated by our related activities are tires and oil. We reached a 16% recyclability rate for used tires and 100% recyclability for oils.



# Care for the Environment

Friendly with our Planet



We, as an organization, are committed to contributing to a better, cleaner and safer world, a place to happily live and work.

**The environmental pillar is a strategic pillar for Autonom, and the overall objectives we have set ourselves are:**

- Reducing our environmental footprint will be driven by responsible consumption of the resources we need for our operations;
- Raising awareness of climate change and setting priorities to reduce the carbon footprint

We are aware of the impact we are having on the environment through our day-to-day business, which is why, in conjunction with the global concern about climate change, we want to act

preventively and transform our business so that we do not reach certain tipping points from which this would no longer be possible in a healthy and prudent way.

By encouraging the integration of the concepts developed through the sustainability strategy into all aspects of our business, we ensure that we have a common language in the actual implementation of these concepts in our lives and in our daily work. Furthermore, we encourage employees and partners we interact with to extend sustainability concepts into their personal lives. We believe that continuing education remains the key to a higher quality of life, while protecting and conserving natural resources.

We have taken concrete actions to reduce the negative environmental impact of using the fleet provided to the company's customers and have internally designed scenarios for fleet substitution and transition to a greener, low CO<sub>2</sub> fleet.

## SDGs alignment



## Our SPTs contributes to the following SDGs:

7.2: By 2030, increase substantially the share of renewable energy in the global energy mix

8.1: Sustainable Economic Growth

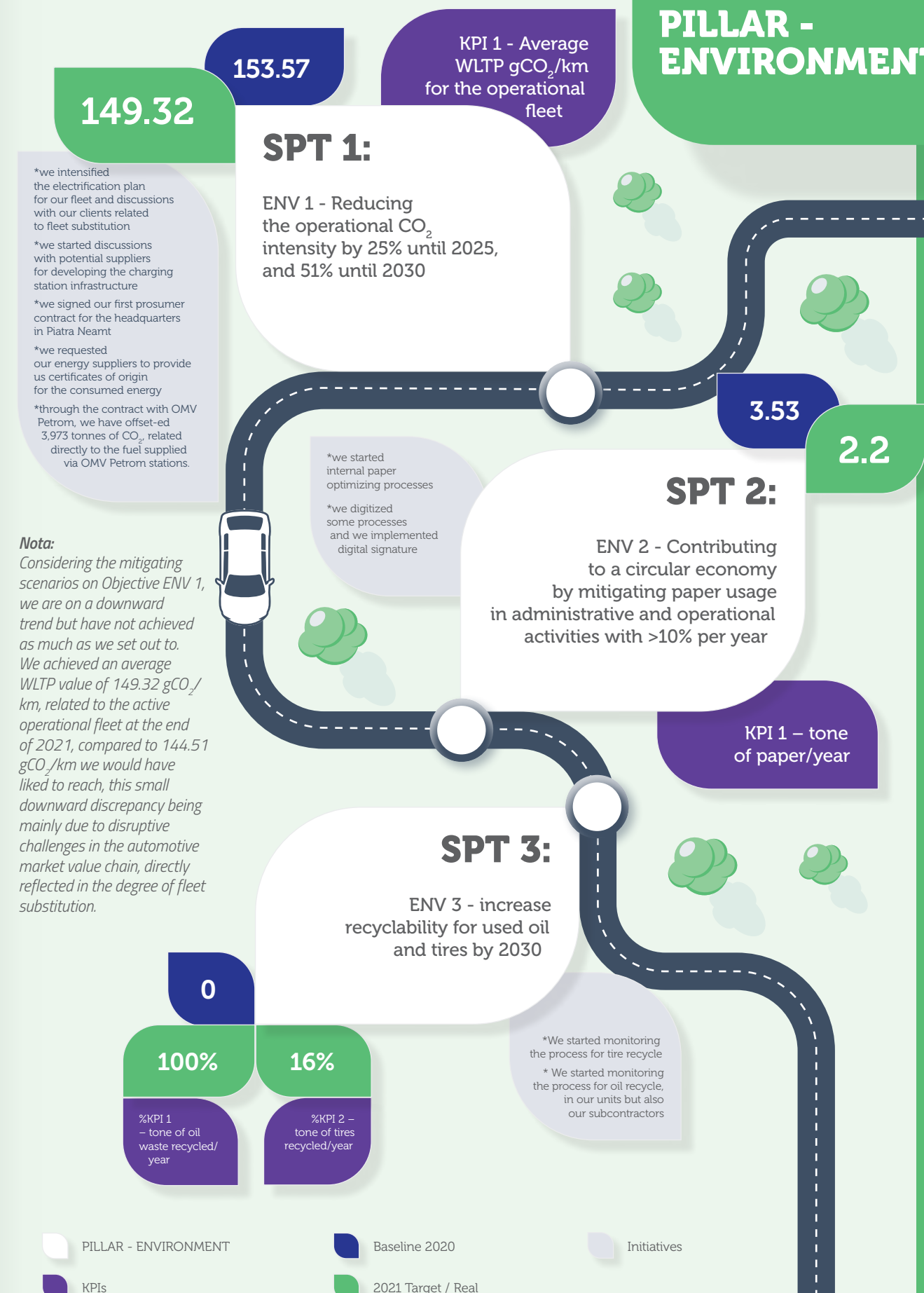
9.2: Promote inclusive and sustainable industrialization

11.6: Reduce the environmental impacts of cities

13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

15.5: Protect biodiversity and natural habitat

## PILLAR - ENVIRONMENT

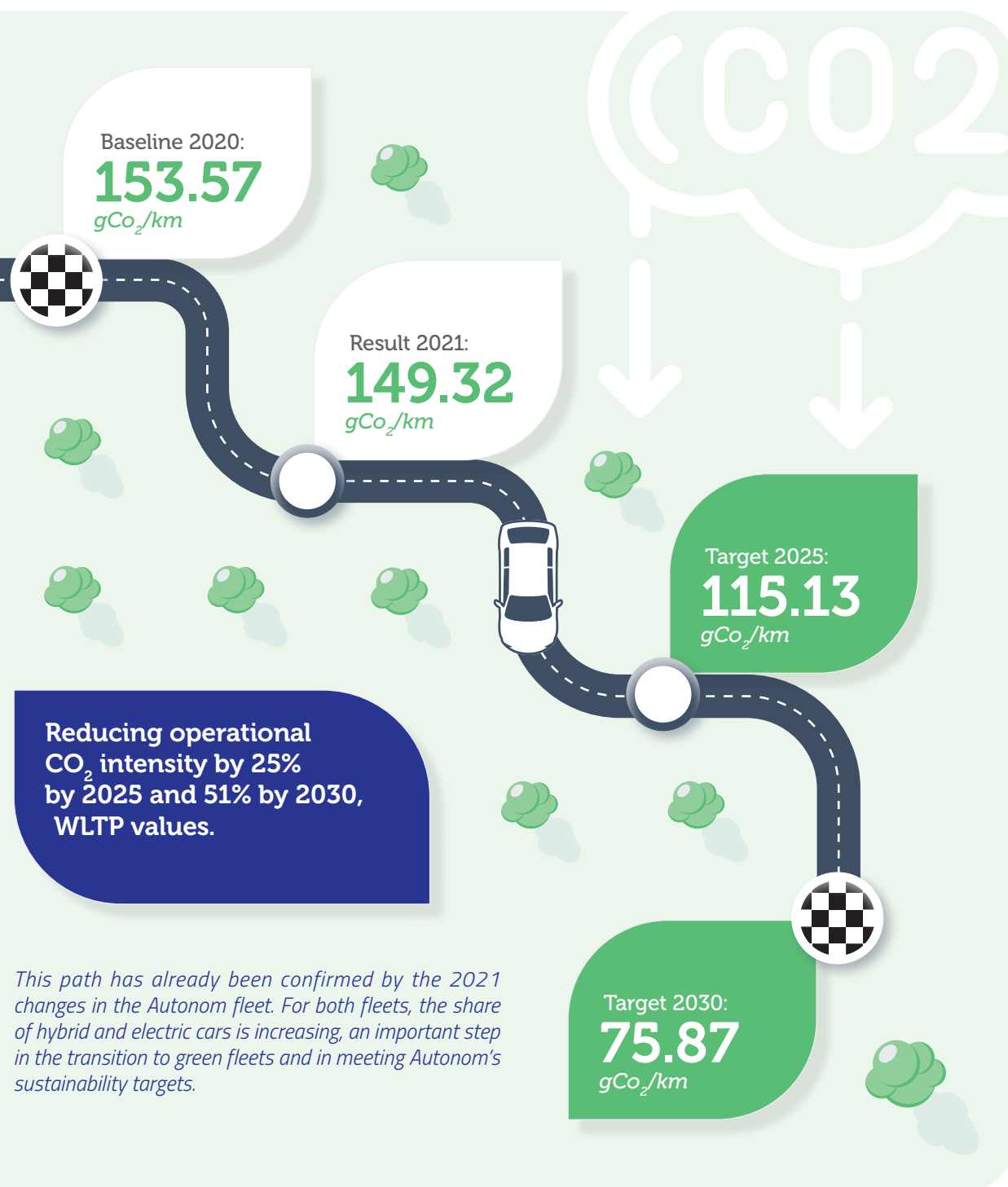


Furthermore, we have analyzed the long-term business development plan and opportunities and we are committed that the objectives we are pursuing through our sustainability strategy, with a time horizon of 2020+2025+2030, are ambitious and aligned with international initiatives and standards in the field.

All this against the backdrop of a gradual recovery in the activity of all economic agents, confirmed by a higher mileage turnover than in the pre-pandemic period. In this context of growth, the downward trend in emission intensity/km confirms our medium and long-term commitment: **To reduce operational CO<sub>2</sub> intensity by 25% by 2025 and 51% by 2030, calculated as WLTP average value.**

It should also be mentioned that the real impact on possible actions was limited in terms of time horizon, in view of the development of the Strategy in the second part of the year and its actual implementation by the end of 2021.

We are confident that, as the market context allows, the transition to a green fleet, by integrating as many electric and low-emission cars as possible, will be increasingly smooth and will give us the support we need to accelerate our actions towards our targets.



### Progress:

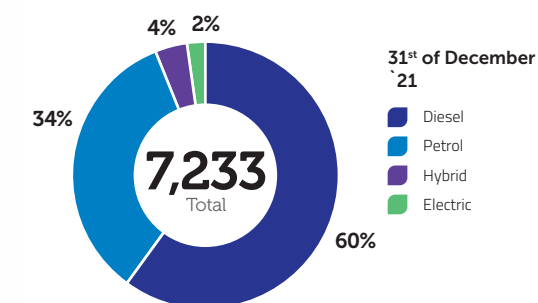
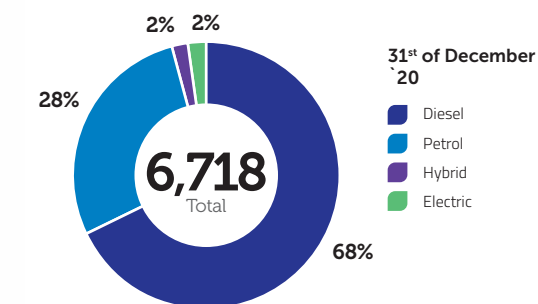
The operational leasing fleet increased by **7.66%** compared to 2020

**4%** hybrids in 2021

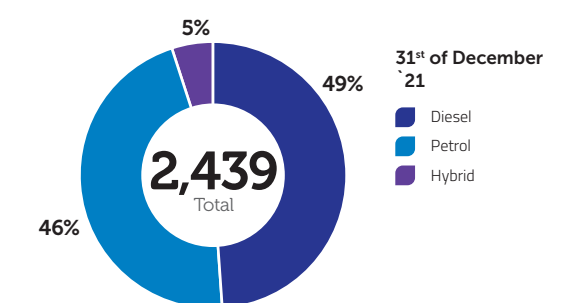
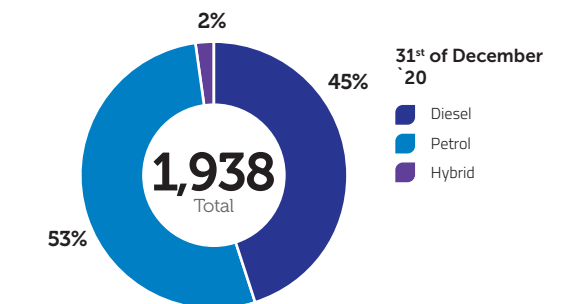
**2%** electric vehicles in 2021

**25.85%** increase in the car rental fleet compared to 2020

Operational fleet, %



Rent-a-car fleet, %



# Resource Management

Autonom is a nationally positioned company. As a result, with 43 locations in direct use, we are aware of the impact our company generates in terms of energy consumption (electricity, gas and fuel). We constantly strive to monitor and reduce energy consumption and explore solutions to increase the use of renewable energy sources to power them.

Furthermore, we are constantly striving to optimize fuel consumption both in our own fleet and in the operational fleet in direct use by our customers. We encourage alternative mobility solutions and focus our efforts on better managing the existing fleet and optimizing its utilization.

In 2021 we implemented and certified our environmental management system according to ISO 14001. In doing so, we have identified the environmental issues relevant to the business and the significant impacts and have developed appropriate control and monitoring mechanisms to reduce the environmental impacts as much as possible at the operational level.

## Energy and fuel management

We are aware that we need to involve consistent resources in managing all the energy and fuel involved in our business daily routine, in order to reach a level of optimization in this regard. We continuously work on maintaining appropriate database tools which can offer us a straight overview regarding our level of consumption, highlighting the areas which need improvement.

### Energy consumption

Energy consumption arises in the operational activities of our agencies where we work. We consume energy for lighting, running office equipment and other business-specific equipment. Energy consumption also arises from heating or cooling functional spaces. In order to be able to actively engage in field activities that involve traveling to subcontractors, customers or certain vehicle dealers, our employees use vehicles from our own fleet, thus resulting in energy consumption (diesel, petrol or electricity) that is considered to be a direct environmental impact of our activity.

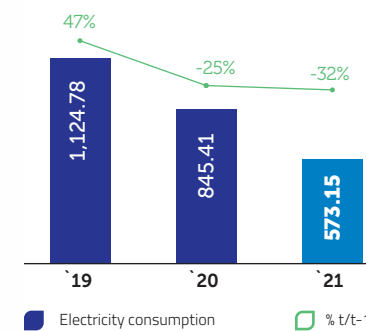
On the other hand, we provide our customers with vehicles under operating leases or rent-a-car, the consumption allocated to them representing an indirect impact for Autonom in the value chain.

Based on our recently implemented environmental management system we quantify these energy consumptions and assess their

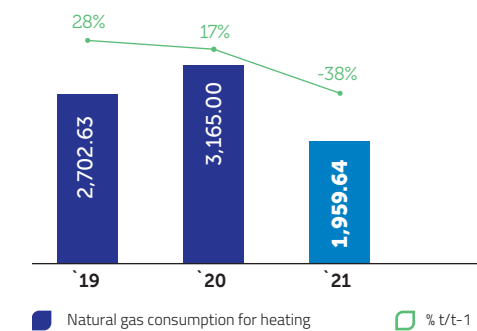
magnitude. We have a traceability of this data that is constantly tracked. On the other hand, we quantify the direct or indirect environmental impact generated using as an indicator the CO<sub>2</sub> emissions generated as an absolute value and as a net value per km traveled. This impact is quantified annually considering the GHG Protocol Standard. Based on these assessments, we are able to have a complete and accurate annual traceability of our environmental impacts and to design medium and long-term mitigation programs and projects to counter climate impacts.

Over the last 3 years, the direct impact on the company's carbon footprint has been less than **1%**.

Electricity consumption, GJ



Natural gas consumption, GJ



As a contribution and new initiative we have equipped the headquarters in Piatra Neamt with photovoltaic panels, with an installed power of 40 KW and switching to the option of prosumer, becoming operational in July 2021.

The amount of renewable energy produced by the end of 2021 at the Piatra Neamt site was 11 MWh. In 2022 we will add more photovoltaic panels and increase the installed capacity by 20 KW, and in 2023 we will reach 100 KW. We are considering expanding this mode of renewable energy supply to all locations where it is feasible.

In 2021, we used a hybrid working mode (office/home) for most of our locations. This has had a direct, beneficial impact in the form of a decrease in energy and natural gas consumption at our offices by more than 30% compared to the previous year.

Amount of renewable energy produced in 2021

**39.6** GJ

Amount of renewable energy produced In 2021

**11** MWh

We have also asked energy suppliers to provide us with certificates of origin for the energy consumed and we will get the first data from March 2022.



Sustainable fleet

We are aware of the high volume of fossil fuel that operational value chain activity generates. As a result, in addition to our ongoing efforts to optimize it, we also continued our partnership with Climate partner, for fuel run through our partner OMV Petrom, as a result of which we have compensated, at the 2021 level, the equivalent of 3,972.7 tons of CO<sub>2</sub>e.

Fuel consumption for the company fleet			
Fuel consumption for the company fleet, liters/year	Autonom		
	2019	2020	2021
Petrol	4,337	11,634	15,243
Diesel	34,555	21,669	39,906
Electricity	0	0	0

There is a growth consumption of fuel related to its own fleet, partly justified as a natural consequence of gradual return to normal pre-pandemic activity. However, the total direct impact on the operational fleet is insignificant, remaining below 1% of CO<sub>2</sub> emissions.

Fuels used at customer fleet level			
Fuels used at customer fleet level	Autonom		
	2019	2020	2021
Petrol (liters/year)	2,942,521	2,812,360	4,251,897
Diesel (liters/year)	8,222,125	7,750,578	10,210,978
Electricity (kWh/year)	18,672	78,738	1,667

The same increase in fuel turnover can be observed in the fleet operated by operational leasing and rent-a-car customers, with the same obvious rationale of gradual recovery of business and operational activity.

An observation that may reinforce this justification is that the growth rate in the number of kilometres travelled by Autonom customers increased, on average at fleet level, by 40% versus the previous year, while the growth rate of the fleet was much lower (7.66% for the operational leasing fleet and 25.85% for the car rental fleet).

In terms of fleet evolution by main business activities, it is obvious that the operational leasing fleet accounts for 75% of the total car fleet.

	31 <sup>st</sup> of December	
	2021	2020
Total number of car fleet	9,672	8,656
Annual turnover of the car fleet	11.74%	-4.5%
New entries in fleet	2,776	1,999
Exits of used cars	1,760	2,407
Share of operational lease activity in total fleet	74.78%	77.61%
Share of rent-a-car activity in total fleet	25.22%	22.39%

Some specific features for the customer fleet for 2021:

Average age of vehicles is

48 months

The total number of rental days available for vehicles was

603,107 days

The average size of the rental fleet was

1,651 vehicles

Fleet utilization rate –

87.74%

The average occupancy rate of the fleet was unprecedented in Autonom's history, as a result of decisions to optimize fleet sizing and to make the organizational model more efficient by creating regional fleets.

Thus, medium-term rental services were the ideal solution for companies that had immediate transport needs or needed temporary mobility until the delivery of their operational leased cars.

As a result of delivery delays of new cars, but also market uncertainties, companies have appreciated more the flexibility of short and medium term rental solutions to meet immediate mobility needs.



# Carbon footprint and climate change

*We fully understand our impact on climate change due to our activities. We are committed and willing to engage all efforts needed to reduce the CO<sub>2</sub> emissions generated by our activity, directly and indirectly. We strongly believe that our actions in this regard will overcome important milestones for our business resilience.*

Based on this awareness, in 2021, in the process of defining the Sustainability Strategy, we calculated the organization's carbon footprint (CCF) with the support of the denkstatt consultancy company. The footprint was calculated by assessing Scope 1 (direct emissions), Scope 2 (indirect emissions) and Scope 3 (indirect emissions). The methodology used for the inventory of CO<sub>2</sub> emissions was the GHG Protocol standard and the assessment and quantification was spread over a 3-year period (2018, 2019, 2020). Furthermore, as the share of the operational fleet

is significant in the direct use of our customers (rental – short and medium term and operational lease – long term), we have undertaken to extend this exercise beyond the direct control of our own fleet to the value chain level. We felt this was the right approach from our business point of view.

This initiative was a great time to understand the structure of emissions from our business and the limitations of the impact we can have.



After calculating through the GHG Protocol methodology, we understood that over 99% of our footprint is in Scope 3, allocated to the fleet used by our customers.

And this approach has become apparent as the source with the greatest potential to mitigate our environmental impact.

While the possibility of substitution with a lower emission vehicle is higher for cars operated by employees or rented on a short-term basis, the long-term fleet, which is already engaged in operational contracts, has a slower possible speed of substitution, generated both by customer preferences and the current development of the electric vehicle infrastructure geographically throughout Romania.

Since then, it has become an increasingly clear role for Autonom in integrating and embracing this transition to a greener fleet, by having a concrete plan for the coming years, while increasing global understanding and awareness of the impact among our partners.

We have started to work on substitution scenarios and benchmarking, with a medium and long time horizon, 2020+2025+2030, taking into account also the prospects for market developments and regulations at European level in the transport sector.

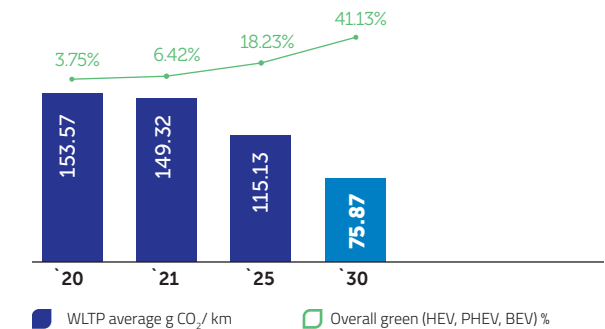
The indicator closest to our work and the optimal quantifiable link to our upstream (vehicle suppliers) and downstream (short, medium and long term customer) value chain partners and public authorities was the WLTP (Worldwide Harmonised Light Vehicle Test Procedure) value measured in gCO<sub>2</sub>/km, available for each individual car, based on the manufacturer's information and official documents of each car. As a result, **the scenarios for decreasing environmental impact over the 2020 – 2030 time horizon had as KPI the average WLTP of the active operational fleet**, at the end of each year.

The evolution of this WLTP indicator in gCO<sub>2</sub>/fleet and progress towards the targets can be found in the following table:

End Year Operational fleet	Baseline 2020	Real 2021	Target 2025	Target 2030
Average WLTP CO <sub>2</sub> g/km	153.57	149.32	115.13	75.87
% reduction	-	-3%	-25%	-51%

At the same time, taking into account changes in the fleet structure in terms of increasing the share of lower emission cars (electric and hybrid cars), the results achieved at the end of 2021 confirm the alignment with the targets declared:

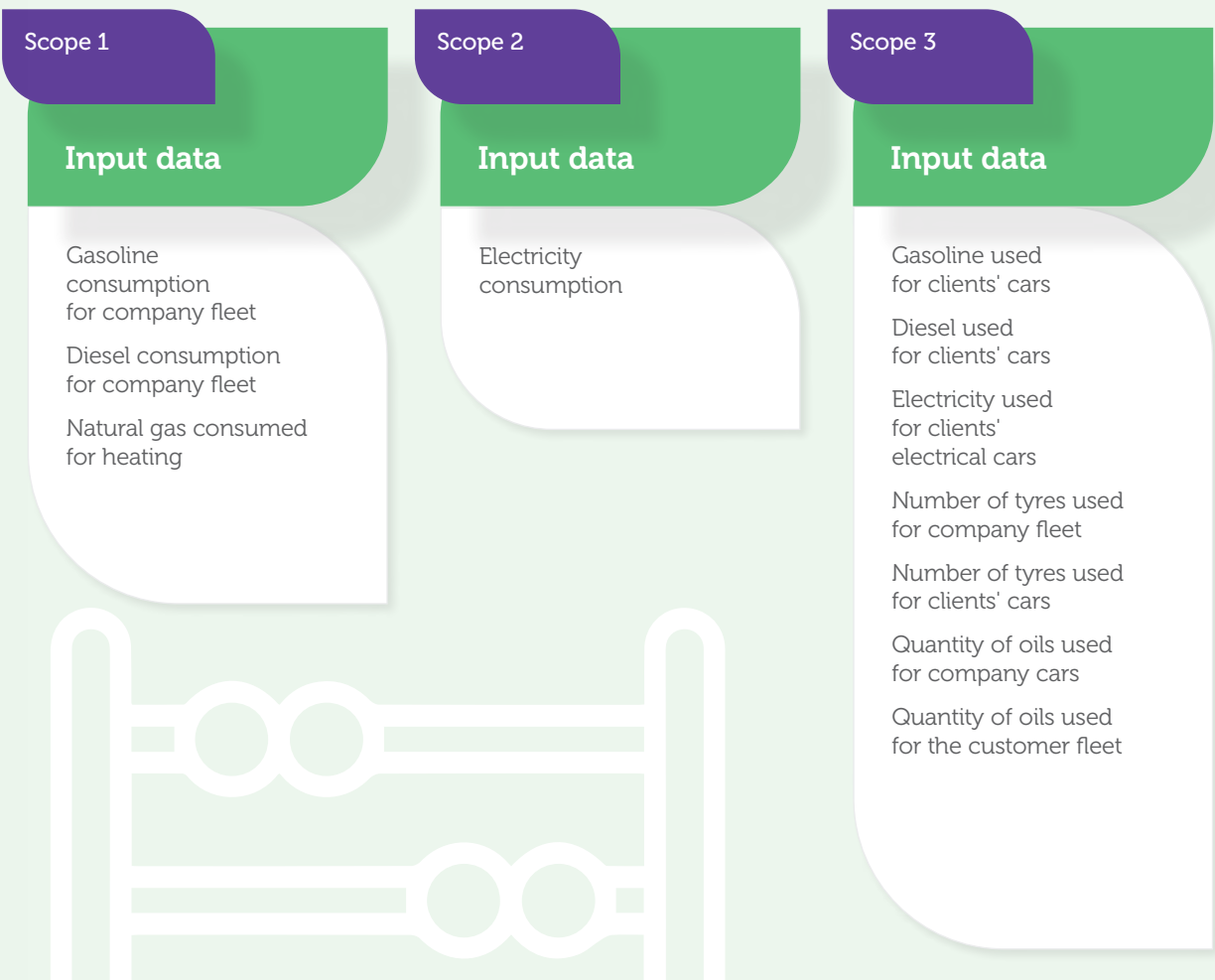
Reducing WLTP average and increasing the share of green fleet 2020 – 2030



Reducing WLTP average and increasing the share of green fleet 2020 - 2030

		2020	2021	2025	2030
WLTP average	g CO <sub>2</sub> /km	153.57	149.32	115.13	75.87
Overall green (HEV, PHEV, BEV)	%	3.75%	6.42%	18.23%	41.13%
Out of which, electric	%	0.49%	1.68%	9.43%	27.39%

*We have resumed the exercise of calculating the company's carbon footprint in 2021, using the same type of input data and calculation methodology used in previous years:*



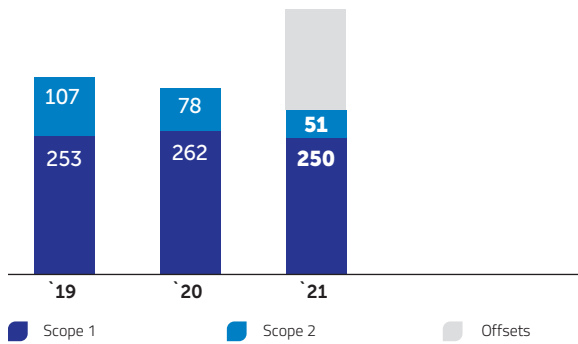
Total GHG Emissions (t CO <sub>2</sub> )				
Source of emissions	Unit	2019	2020	2021
Scope 1	t CO <sub>2</sub>	253	262	250
Scope 2	t CO <sub>2</sub>	107	78	51
Scope 3*limited	t CO <sub>2</sub>	34,004	37,909	43,780

Note: We used for our GHG Inventory calculation the methodology of the standards - The Greenhouse Gas Protocol: The Corporate Accounting and Reporting Standard, WRI & WBCSD.

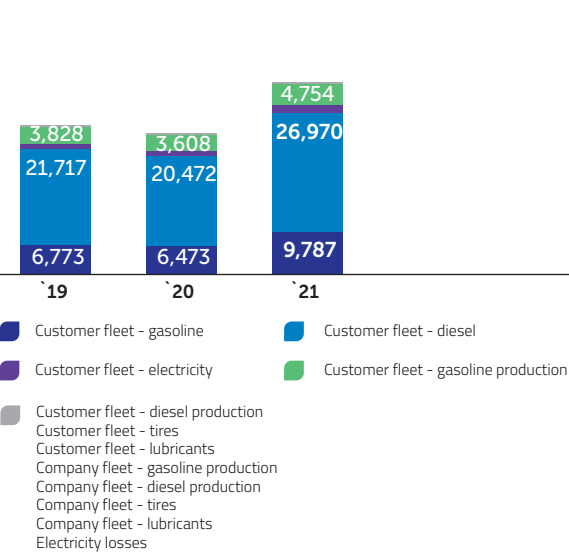
Through the partnership with OMV Petrom, started in March 2021, whereby we offset direct emissions related to the fuel run through

them for the whole year, we received carbon certificates equivalent to 3,972.70 tons of CO<sub>2</sub>. This covers the full GHG emissions of Scope 1 and Scope 2 and 10% of the operational fleet (Scope 3).

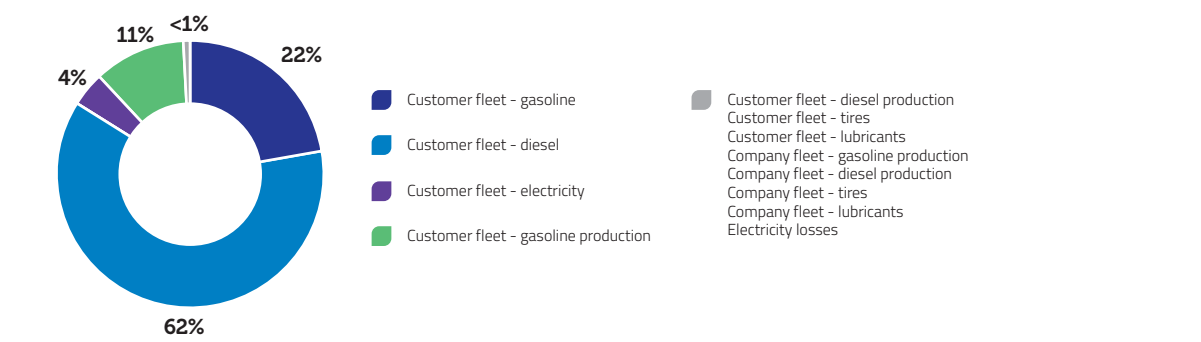
Total GHG Emissions and offsets (t CO<sub>2</sub>)



Scope 3 GHG Emissions 2021



Scope 3 GHG Emissions (%)



### Conclusions

Our main source of emissions remains Scope 3, indirect emissions. This area is responsible for more than 99% of our total emissions.

Diesel cars are responsible for 62% of all Scope 3 emissions, down 2% from the previous year.

15% of our Scope 3 emissions are related to the production of diesel and gasoline used by our customers, while 1% are emissions related to the use of lubricants and tires.

The largest share of total emissions is still accounted for by the diesel fleet, as they serve the activity of most companies in the active operational fleet, with extensive mobility needs that cannot be met at the moment by electric cars alone.

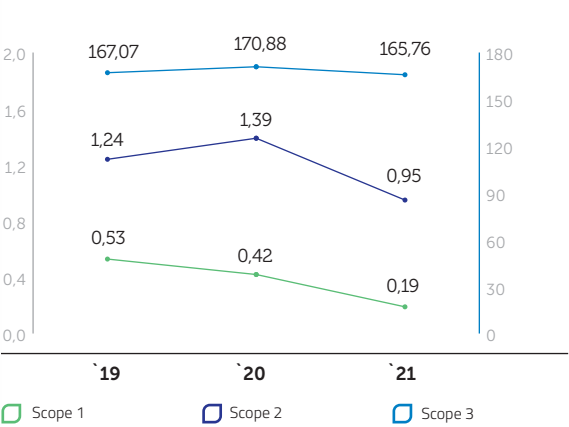


An important observation to note is the decrease in emission intensity per km.

With the resumption of normal operations in various business sectors, the easing of pandemic conditions has led to an increase of more than 40% in kilometers driven by our customers, while the increase in emissions from the fleet they operate has been limited to 36%.

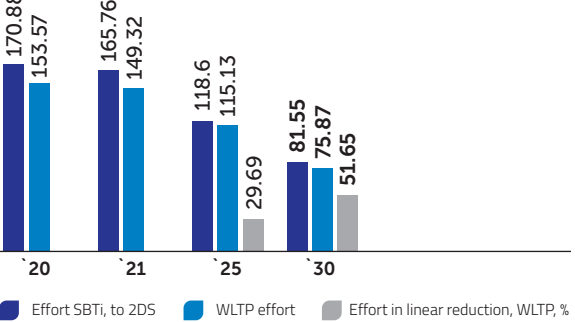
This efficiency improvement confirms the downward trend needed to achieve the targets in the emissions area and gives us a better perspective of where we have the greatest indirect impact. As a result, in 2022, we will intensify our focus on transitioning to a greener fleet with less environmental impact.

GHG Emissions (g CO<sub>2</sub>/km)



We have also considered SBTi (Science Based Targets Initiative) scenarios in terms of reducing the environmental impact for our fleet, taking into account the Target modeling for 2DS (2 degrees Celsius) according to the SBTi transport calculation tool (<https://sciencebasedtargets.org/sectors/transport>) and updated the calculation by including data for 2021:

Comparison analysis WLTP vs SBTi



The benchmarking analysis shows the intensity reduction potential required for our fleet and the main areas that need to be considered for fleet replacement to meet the compliance rate required by the EU Directive, as well as the added value for CO<sub>2</sub> intensity reduction for our company's footprint. This comparison takes into account direct linear decrease options for WLTP, which could be considered and could reflect potential effort for substitutions.

Similar to the other results presented above, this analysis also confirmed the downward emissions trend for the 2021 operational fleet.



# Circular economy and waste management

The outcomes from our activity can generate some important negative impacts on the environment and economy. We put efforts on making a correct waste management by maintaining proper recycling actions.

## Management of waste and hazardous materials

From our own activity we generate waste paper, plastic, used electrical and electronic equipment (WEEE), household waste and others, which are mainly generated from operational activities carried out within the agencies. We also generate other types of waste such as rubber waste, waste oil and other types of alternative or related hazardous waste at the operational level in our service activities. Their management is done with authorized and specialized companies for disposal or recovery, and internally responsible employees constantly monitor their generation and traceability.

An important initiative in 2021 is the digitization of the signature of decision-makers. In conjunction with the optimization of operational flows, we have managed to reduce paper consumption by more than 10%. The most paper-intensive activities are still those related to interaction with public institutions (e.g. tax documents, car registrations), but we are confident that these resources will decrease considerably in the coming years with the increasing share of digitization in this sector as well.

Autonom is not subject to mandatory environmental reporting, but we want to do this voluntarily in order to raise awareness of the impact we generate.

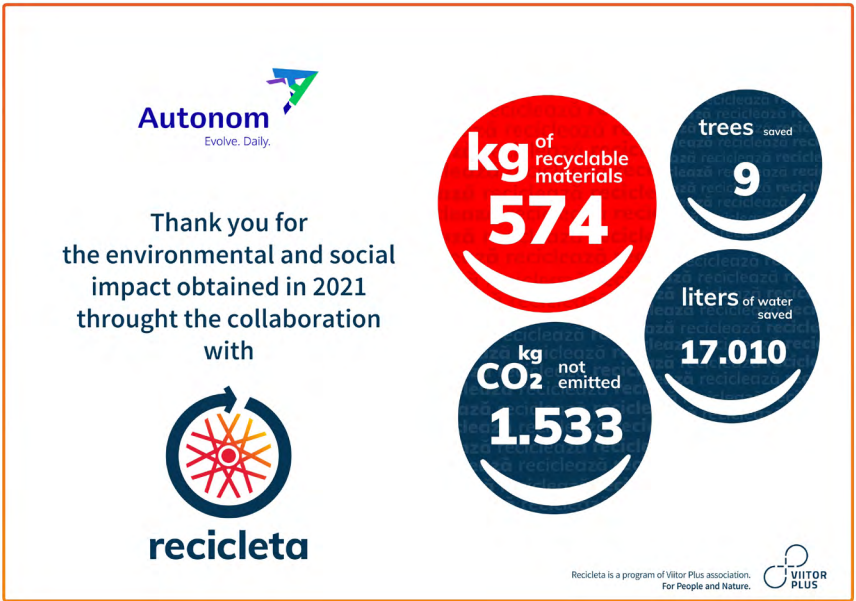
In 2021 we obtained ISO 14001 environmental certification. The environmental management system certification process gives us the confidence that our processes are controlled and compliant with applicable legal requirements and we have established an environmental program in conjunction with our sustainability strategy to help us achieve our objectives.

In terms of our national footprint, we are aware of the impact we generate at our sites in terms of the amount of waste generated, as well as that resulting from the operation and end of life of related waste (tires, oils).

Selective waste collection and disposal from sites was operated, at 2021 level, directly by agencies, through local partners.

List of the main waste generated in the company in 2021:		
Waste type	Source	Disposal Management
Used tires	Cars	Recycle / Selling through authorized partners
Used oil	Cars	Recycle through authorized partners
Used consumables (printer toners, etc.)	Office	Waste
Paper / wrapping	Office	Recycle through authorized partners
Plastic / wrap / PET	Office	Recycle through authorized partners
Bottles	Office	Recycle through authorized partners
WEEE	Office	Recycle through authorized partners

From the head office in Bucharest, according to our partner Recicleta, part of the Viitor Plus Association, 574 kg of recyclable materials were collected from the date of signing the contract (March 2021) until the end of the year.



For better internal organization and proper waste management, we signed a national partnership with VRANCART at the end of 2021 for the selective collection of the following waste categories: cardboard, paper, plastic, metal and glass.

In 2021, 0.09 tons of electrical and electronic equipment were handed over for recycling to our partners at Workshops Without Frontiers (AFF), of which 66kg / 59 products were recycled, thus avoiding, according to their calculations, 2,815 kg CO<sub>2</sub>.



In terms of used tires and oil, in 2021 we took 87.88 tons of tires out of use and sent for recycling 33.57t of engine oil, representing 16% of the total percentage of tires and 100% of the oil removed. In addition, 18.9 tons of used tires were recovered through partners

or sold directly to end-users together with the car. The process is constantly monitored by specialized internal staff and the tires are scrapped by authorized partners in accordance with the legal regulations in force.

# Reporting team



*What do we leave behind? How have we contributed to a better world? These are the questions that shaped our mindset when developing our Sustainability Strategy. No matter if we think of our families, company, communities or planet, we have the chance, each of us, to think of the impact we have and contribute to leave a better world for the future generations.*

*I take this opportunity to deeply thank to all the Autonom team that supported me and contributed to developing our first Sustainability Report: Sorina Volerat, Maria Tătaru, Mihaela Irimia, Laura Ciubotaru, Ioana Bobocea, Cătălina Manole, Răzvan Ilie, Elena Buruiană, Alexandra Lazăr, Claudia Dramu, Mihail Pricop, Rosalin Rad, Gianina Gherman, Alexandra Ciortan, Bianca Ifrim, Viorel Niță, Cătălina Nicola, Roxana Brăiloiu, Ioan Ifrim, Adriana Dabija, Viorica Melinte, Constantin Nistor and Denis Cornea.*

*Last, but not least, we thank the denkstatt Romania team for supporting us in the process and the Zebra Corporate Communications team for the beautiful design of the Report!*



**Magdalena Caramilea**  
Sustainability Director Autonom

# GRI and SASB Index

GRI standard reference	GRI Code	Name	Page
General information elements			
GRI 102: General Disclosures 2016	102-1	The name of the organization	1
	102-2	Activities, brands, products and services	8,9
	102-3	Location of headquarters	1
	102-4	Location of operations	8
	102-5	Ownership and legal form	1,8
	102-6	Markets served	8
	102-7	Scale of the organization	8
	102-9	Supply chain	42
	102-10	Significant changes to the organization and its supply chain	42
	102-11	Precautionary Principle or approach	13,14,39
	102-12	External initiatives	9
	102-13	Membership of associations	21
	102-14	Statement from senior decision-maker	2
	102-16	Values, principles, standards, and norms of behavior	10,11
	102-17	Mechanisms for advice and concerns about ethics	13
	102-18	Governance structure	15,16
	102-19	Delegating authority	15,38,39
	102-20	Executive-level responsibility for economic, environmental, and social topics	38,39
	102-22	Composition of the highest governance body and its committees	38,39
	102-25	Conflicts of interest	13
	102-26	Role of highest governance body in setting purpose, values, and strategy	38,39
	102-29	Identifying and managing economic, environmental, and social impacts	22,23
	102-30	Effectiveness of risk management processes	12,13
	102-35	Remuneration policies	54,55
	102-40	List of stakeholder groups	20,24
	102-41	Collective bargaining agreements	53
	102-42	Identifying and selecting stakeholders	19,20
	102-43	Approach to stakeholder engagement	20,22,24,25

GRI standard reference	GRI Code	Name	Page
	102-44	Key topics and concerns raised	18,19,25
	102-45	Entities included in the consolidated financial statements	1
	102-46	Defining report content and topic Boundaries	1,
	102-47	List of material topics	23,24
	102-48	Restatements of information	1
	102-50	Reporting period	1
	102-51	Date of most recent report	1
	102-52	Reporting cycle	1
	102-53	Contact point for questions regarding the report	1
	102-55	GRI content index	80,81
	102-56	External assurance	1
Specific information elements			
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	28,29
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	12,13
	205-2	Communication and training about anti-corruption policies and procedures	12
	205-3	Confirmed incidents of corruption and actions taken	12
GRI 207: Tax 2019	207-1	Approach to tax	28,29
	207-2	Tax governance, control, and risk management	28,29
	207-3	Stakeholder engagement and management of concerns related to tax	29
	207-4	Country-by-country reporting	29
SUSTAINABLE BUSINESS & GOVERNANCE			
Corporate Governance & Compliance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	10,11,14,15,16,17, 22,23,24,25,26,27
	103-2	The management approach and its components	24,25,26,27
	103-3	Evaluation of the management approach	
Supply chain management			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	22,23,24,25,26,27,42,43
	103-2	The management approach and its components	42,43
	103-3	Evaluation of the management approach	



GRI standard reference	GRI Code	Name	Page
GRI 102: General Disclosures 2016	102-9	Supply chain	42,43
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	42
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	42
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	42
	308-2	Negative environmental impacts in the supply chain and actions taken	42
Business Ethics & Transparency			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	12,13, 23,24,25,26,27
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 206: Anti-Competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	12
Data Security			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	14, 25,26,27
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	14
Customer Satisfaction, Sales & Market Practice			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26, 27,44,45
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	45
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	45
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	45
	417-2	Incidents of non-compliance concerning product and service information and labeling	45
	417-3	Incidents of non-compliance concerning marketing communications	45

GRI standard reference	GRI Code	Name	Page
ENVIRONMENT			
Energy & Fuel Management			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26, 27,66,67, 68
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	70,71
	302-2	Energy consumption outside of the organization	71,72,73
	302-3	Energy intensity	71
	302-4	Reduction of energy consumption	71
GHG Emissions & Climate Impact			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27, 66,67, 68
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	74,75
	305-2	Energy indirect (Scope 2) GHG emissions	74,75
	305-3	Other indirect (Scope 3) GHG emissions	74,75
	305-4	GHG emissions intensity	74
	305-5	Reduction of GHG emissions	75,76,77
Waste & Hazardous Materials Management			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27, 64,65, 66,67,68,69
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	78,79
	306-2	Management of significant waste related impacts	78,79
	306-3	Waste generated	78,79
	306-4	Waste diverted from disposal	78,79
	306-5	Waste directed to disposal	78,79
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	13

GRI standard reference	GRI Code	Name	Page
PEOPLE & COMMUNITY			
Community involvement			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27,61
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 413: Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	61, 62,63
Employee Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26, 27,52,53
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 401: Employment 2016	401- 1	New employee hires and employee turnover	51,52,53
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	7, 13, 17, 53
Well-Being and Employee Development			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27, 55, 57,58,59
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	7, 13, 17, 53
	403-2	Hazard identification, risk assessment	53
	403-3	Occupational health services	53
	403-4	Worker participation, consultation, and communicatio on occupational health and safety	53
	403-5	Worker training on occupational health	53
	403-6	Promotion of worker health	54,55
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	56,57
	403-8	Workers covered by an occupational health and safety management system	17, 53
	403-9	Work-related injuries	53
	403-10	Work-related ill health	53

GRI standard reference	GRI Code	Name	Page
Quality of Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27, 63
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	56
	404-2	Programs for upgrading employee skills and transition assistance programs	56,57
	404-3	Percentage of employees receiving regular performance and career development reviews	58
Diversity, Equality & Human Rights			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27,59
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	54
GRI 405: Diversity and equal opportunities 2016	405-1	Diversity of governance bodies and employees	59
GRI 406: Non -Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	58
Work conditions			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	23,24,25,26,27, 59
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	52,53
	401-3	Parental leave	54
	401- 2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	54,55
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	52
SASB Standard Reference			
		Name	Page
SASB - TR-CR-000.C		The average size of the rental fleet	8,72
SASB - TR-CR-250a.1		Percentage of rental fleet vehicles rated by NCAP programs with an overall 5-star safety rating, by region	45
SASB - TR-CR-410a.1		Weighted average fuel economy per rental day of the rental fleet, by region	72
SASB - TR-CR-000.B		Total rental days available	73
SASB - TR-CR-410a.2		Fleet utilization rate	73