

Commitments

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Economic Commitment

Sustainable growth

As a designer and manufacturer of urban buses, HEULIEZ BUS is involved in economic, social and environmental issues and undertakes through its activity, its products/services and its staff to participate in the sustainable development.

The company

HEULIEZ BUS is a brand of CNH INDUS-TRIAL .

This world-size group is major industrial enterprise; a global leader in capital goods. With a score of 89/100 the Company is confirmed as the Industry Leader in the **Dow Jones Sustainability World and Europe Indices** for the seventh consecutive year. CNH Industrial has also been named as Industry Group Leader in Capital Goods for the second time.



HEULIEZ BUS pursues the ambition to be a manufacturer at the best quality level, well integrated into an international group with its own specificities products.

All the departments of the company: R&D, production, sales, after-sales, training, spare parts, accounts, purchasing, human resources and quality are merged on one site located in RORTHAIS (79).

The HEULIEZ BUS Company develops, manufactures and markets the GX buses range in France and Europe.

A rigorous management

HEULIEZ BUS, specialist in manufacturing urban transport vehicles, is an important leader in this field of business.

In France, the public transport sector is directly involved in the environmental challenges facing by local authorities, in terms of image, noise and transport emissions reduction.

More and more, the public transport will stand out as a major alternative to the private car and will provide a long-term sustainable growth to this sector.

With its positioning in France and its membership to a world-size group, HEULIEZ BUS undertakes to devote the economic resources necessary to its ambitions regarding quality, environment, health and safety at work and sustainable development.

During the last years, HEULIEZ BUS has shown its capacity to maintain its debt at a low level in spite of the significant and regular investments carried out. They are the best indicators of a management impregnated with this will to ensure our commitments within the framework of careful, modern and implied governance.

In order to continue in improving its industrial efficiency and the working conditions of its staff, Heuliez Bus has invested in a new assembling tooling, secured access ramps to work on the tops of hybrid, CNG and full electric vehicles and a new stocking area of 985 m^2 .



Economic Commitment

Economic integration in its region

As a major economic player in its region, HEULIEZ BUS has always set its development in a respectful and sustainable approachboth on the environmental and on the societal plan.

On July 2013, the company received the "French Origin Guarantee ("**Origine France Garantie**") label for the all range of buses produced in the plant of Rorthais. This label promoted by Association Pro France, and authorized by Bureau Veritas is given on the basis of two mandatory criteria:

- the product must have acquired its essential characteristics in France.
- at least 50% of the product's added value must be produced in France

This last criteria is situated between 50 and 80 % for the Heuliez Bus range. Heuliez Bus is working with a hundred or so french suppliers and sub-contractors.

In accordance with its will of minimizing its environmental impacts, HEULIEZ BUS select suppliers and/or subcontractors in the closest area to its factory, so reducing the number of kilometers gone for the routing of raw materials and parts entering the production of its vehicles.

Moreover, the choice of local suppliers and subcontractors enables to contribute to the regional development and economic growth.

An activity supplier of jobs

1 000 in 2 000 working hours, is the equivalent of 1 direct employment and **1 indirect employment over one year by bus**.



Attention to customers and daily exchange

In order to keep improving its vehicles and services, HEULIEZ BUS is placing the customer at the heart of its organization.

All departments, in touch with customers, are in charge of collecting and transmitting the information in-house, i.e.:

the customer service department transmits the failures detected by the customers on buses in operation and makes detailed reports, which are taken into account by our Product Quality Department,

the sales department collects the needs of the customers, examines the perception of our offers and is in charge of the vehicle acceptance,

Iastly, to show our vehicles in exhibitions or during road shows in cities enables us to collect information concerning the expectations and needs of our customers.



Adapted services

In response to the customer's requests, a special attention is paid to the following points:

To have a strong presence by customers' and dealers', to be reactive.

•To open the plant to our customers to show our know-how.

To introduce competitive technical solutions.

•To make proposals in terms of design, comfort, ergonomics.

To deliver conform vehicles in time.

◆To deliver maximum of spare parts in 24 hours.

To propose training courses adapted to the customers vehicles and to the service jobs.

 To have training centers located in region to improve the access of our customers to training courses.





Buses creating a common social life

The vocation of HEULIEZ BUS it to satisfy its customers, offering them adapted products and services whose level of quality perfectly meets their requirements and in compliance with the regulations in force.

HEULIEZ BUS is able, to design innovative vehicles, of different sizes to comply with the requirements of a more and more segmented market, to develop customizations and interior equipment and thus to propose its customers reliable vehicles adapted to their own operating conditions. For example:

- Access without step.
- Molded front wheel arches enabling a lower sitting height.
- Luggage, bicycles racks.
- Information screens and video surveillance for a better passengers safety and information.
- The setting-up of sound announcement devices to improve the communication and the service for the users.
- The presence of USB ports offers the possibility to the passengers to reload their mobiles, tablets, MP4...
- Spacious and ergonomic driver's compartments, well adapted to customization possibilities.
- A dashboard with colored cluster : combined with an option of driving aid, is improving the comfort of working for the driver and enables to check fuel consumption.

Welcome on-board

All the vehicles manufactured by HEULIEZ BUS are designed to welcome people with reduced mobility, thanks to:

- an access ramp,
- wheelchair and baby carriage spaces,
- 4 PRM (People with Reduced Mobility) seats,
- an acoustic passenger information system,
- specific stop request buttons.



Assistance mission

Training courses : To improve the product knowledge of the technicians, HEULI-EZ BUS is offering training courses in topics as varied as electronic diagnosis, mechanics or bodywork.



These courses dedicated to running vehicles or to discover new technologies, enable the customer's staff to acquire a high level of reliability in order for them to carry out maintenance of quality, ensuring a good service for their vehicles. These courses are given by trainers with practical experience and having good knowledge i.e.:

- They perfectly know the last new techniques, such as:

Hybrid and CNG technologies.
100 % electric driveline.
EURO VI technology: HI-S.C.R (Selective Catalytic Reduction).

- They work in collaboration with the different departments of our plant to be up-to-date with the specific equipment made on the vehicles in operation by the customers'.

- They follow the evolutions of our products, remaining in contact with the work groups that develop the new products.

- Each year, they update their range of training courses to perfectly answer to the customers needs and their training programm.

These courses take place at Customers' or in our Training centre which is located near the HEULIEZ BUS production site or in centres located in various areas of France (Paris, Lyon, Bordeaux, Marseille), making the access to our training courses easier.

Maintenance : Because a good maintenance can have a significant impact on the consumption and consequently on the reduction of emissions, guidelines of maintenance, handbooks for workshops, trainings, the HEULIEZ BUS technicians or the technical supports are at the customers disposal to assure them to make a good maintenance guaranteeing them an excellent level of service of their vehicles.

Driver assistance : A specific brochure has been printed out for drivers in networks having chosen hybrid buses in order to help them to use hybrid technology in an optimized way so that they can decrease their consumption and then reduce emissions in the air.

MEN - Unlimited Contract



Women - Unlimited Contract



Classification by socio-professional group (2017 figures).



Because of the activity field of HEULIEZ BUS and the jobs that require a production of heavy vehicles, the staff is mainly made of men, women representing only 13 % of the global staff and 40 % of these women work in administrative or technical sectors.

The improvements in terms of ergonomics brought on our production lines allowed to welcome a largest number of women in workshops.

Even though, it is difficult to make comparisons regarding equality, each year the employees' representatives are informed by the company regarding equal opportunities for men and women. This reports draws up an inventory of:

- \Rightarrow Positions.
- ⇒ Salary.
- ⇒ Equality according job categories.

HEULIEZ BUS is also involved in a rehabilitation plan for the employees with physical contra-indications by improving the ergonomic of the workstations when it is possible or by offering opportunities for transfers towards sectors less physical.

Manpower

Thanks to **the social policy** led by HEU-LIEZ BUS, a peaceful atmosphere reigns among the staff. The well-being of the employees remains a major cause for concern.

As HEULIEZ BUS wish to offer secure and stable employment, all the employees are covered by unlimited term contracts. Nevertheless, the specificities of the market conditions and the production volumes variations, or the missing people replacement, involve the use of temporary workers.

409 people with permanent contract end of 2017



Skills management

Priority is given to the training, the know-how and new qualifications.



Social dialogque

A social policy which has been emphasizing since 1980 the dialogue and consensus thanks to several agreements concerning:

- Yearly negotiations
- Profit sharing
- Time savings scheme
- Employee savings scheme
- Senior people jobs
- Professional equality between Women and men
- Long-service medal

In order to keep its skills standard, Heuliez Bus has implemented a job school in the plant. This school has 3 trainings stations concerning electrical wiring harness, screwing and tightening.

The company has also adopted a training policy, offering students the possibility to be trained partly in an educational institution and partly in the workplace.; 23 contracts in progress from "BEP" diploma to "bac + 5" diploma , (*figures 2017*).

Health and safety protection

La société HEULIEZ BUS a toujours été soucieuse de maîtriser les risques de santé et de sécurité au travail, en mettant l'accent sur la prévention. In order to improve its performance, the company has decided to start an **OHSAS 18001** approach concerning health and safety management. The philosophy of the standard has been integrated in the quality and environment system HEULIEZ BUS company has obtained from SGS the OHSAS 18001 certification in December 2010.

Clear targets

To improve in a permanent and long-lasting way the safety at work of its employees, with an aim of " zero accident ", is a major stake for HEULIEZ BUS, which is translated into:

- the prevention of the physical hurts, effects to the health, the accidents and the professional diseases,
- the reduction of the risks bound to the work in height, risks of falls on the same level and by the improvement of the circulation in the shops of the plant,
- the development of the safety culture thanks to trainings in the field of the ergonomics,
- the preservation and the development of our Safety Management System in accordance with the regulations and the other current requirements.

Many actions in favor of people safety are put in place, i.e.;

• Each new coming employee is being trained in safety by the person in charge of the in-house safety and receives the company safety book enclosing the instructions to be carried out inside the plant, the risky areas, the pictograms regarding dangerous products, the safety protections, the emergency call numbers and the instructions in case of accident...

• Every additive is submitted for approval by the health and safety Department before being used in the workshops, so that the user or the handler is aware of the safety instructions regarding the product.

• First-aid worker and rescuer training periods are forecasted each year to provide against occupational accidents. "Green cross" boards showing the company safety figures have been set up to inform the staff every day of the number of cares or occupational accidents.

• The people working in shops are aware of wearing personal protective equipment (safety shoes, gloves, masks, glasses...). A special device has been installed in 2011 which enables each worker to check its appearance before leaving the changing room.



 Visitors and administrative workers are asked to wear reflective vest, protections on their shoes and glasses when they are in workshops. • A « SAFETY PASS » has been given to each employee to remember to good rules.

• The organization of workshops is exactly copied on the model of the program **W**orld **C**lass **M**anufacturing put in place in each subsidiary of the Group; the purpose of which is to improve the industrial efficiency by taking into account the safety of the staff, the ergonomics of workplaces, the flows...

• In order to control the risks and costs concerning the staff mobility and also have a contribution in air quality and in the reduction of the running cars number, Heuliez Bus has chosen to join in the collective action "company & mobility" and to register at the car-pooling platform driving by the Chamber of Commerce of Deux-Sèvres.

A sustainable mobility

Being a major player in the field of public transport and characterized by its commitment to protecting the environment, HEULIEZ BUS has always developed alternative powertrains and used partly re-usable materials to design its buses.

HEULIEZ BUS proposes a range of environment-friendly buses, perfectly integrated into the silent and non-polluting ways of transportation and satisfy the requirements of the law concerning the energy transition for the green growth.



Full electric offer : offers a complete solution including a range of full electric vehicles , the battery rental, the charging stations, financing and full service contracts .

These full electric buses are available in 12m night charging and 18 m opportunity charging.

Being a real alternative to fossil fuels, these zero -emissions vehicles eliminate local pollutants, greenhouse gases and noise pollution.

CNG offer : Since 1995, CNG buses are part of the HEULIEZ BUS range. Perfectly environmentally friendly, the GX CNG buses enable noise reduction and pollutant emission reduction.

Hybrid offer : HEULIEZ BUS offers **serial hybrid** buses of 12 and 18 m long, which have been developed .

Perfectly environment friendly, these vehicles enable to reduce fuel consumption and CO2 (carbon dioxide) emissions by up to 40%, as well as a 50% reduction in NOx (nitrogen oxide) emissions. It should be remembered that when diesel consumption is reduced by around 40%, this leads to a saving of 600 grammes of carbon dioxide per kilometre. Therefore, if 50,000 km are travelled in a year - the average mileage for a bus - the saving of carbon dioxide emissions amounts to 30 tonnes per vehicle.

These vehicle are also equipped with the new Arrive & Go technology, i.e. before and after bus stop the bus are running in 100% electric without noise and pollutant emission.

With its hybrid versions, Heuliez Bus is now the Nr1 bus builder in France and its sales in Europe, having more than 630 hybrid buses in operation today.

Hybrid buses from Heuliez Bus in operation, cover 22 millions kilometers a year. That's29 trips to the moon and back.

Protecting the environment and taking part in recycling

All vehicles manufactured in Rorthais have in common stainless steel frames and composite panels.

The lightness of these materials enables to save fuel and therefore means a reduction of pollution.

The use of:

- stainless steel, material which can be recycled enables to limit the use of solvents,

- composite panels marking on production line with a standardized labeling allows the sorting and recycling at the end of the lifetime.

Promoting eco-design

In order to consider environment criteria in the design and development of its products, the company, has started an eco-design awareness approach in 2008. The first step was the training of the R&D manager's team and the CAO CATIA drawers. Since then, the technicians' environmental awareness is weekly increased thanks to an internal policy.

The double goal of this publicity campaign is to enable R&D technicians to keep in mind an ecodesign notion in their daily work and to include eco-design in the development of new models of vehicles, in technical evolutions made on the present range and in the customizations and personalization required by customers.



The weight of the new chassis for the GX Euro VI range has been reduced in order to have emissions reduction.



A certified approach

Since almost 20 years, HEULIEZ BUS is committed in a quality approach of continuous improvement of the processes, getting ISO 9001and then ISO 14001 certification. These certifications reflect the rigor and the quality of the procedures put in place by HEULIEZ BUS and the importance granted to the quality and to the environment. With its **ISO 14001** certification, the company points out the commitment of the company in terms of social responsibility, and attention to the environment and awards the efforts and investments carried out to improve the sorting and storage of waste, to preserve quality of the air.

HEULIEZ BUS is willing today to control the impacts of its activities on the environment :

• By the improvement of the sorting and storage of waste, to reach 100 %.



- Use of FSC (Forest Stewardship Council) papers and vegetable inks to print our brochures and leaflets..
- The memos are sent by E-mail to reduce the number of copies.
- A billing campaign to help with the sorting of waste..
- Sorting of papers , printer's cartbridges, batteries in offices.
- Recycling of windows and windscreens.
- Sorting of the plastic and cardboard packaging in the plant.
- Sorting of pens, plastic bottles, caps and cups

The sorting of clamps allowed to recycle 9 tons of plastic in 4 years

In 2014, Heuliez Bus has been **ISO 50001** certified. This standard will enable the company to manage the energy it needs. This will enable to have costs and consumption reductions. By protecting energy sources, Heuliez Bus is showing its commitment in facing up to the scarcity of energy reducing the impacts of its activities on the environment

A proactive approach

The environmental commitment has started with the assembly lines trying to reduce waste and improving the recycling rate.

Heuliez Bus is going on, mobilizing people to find small and big solutions in order to take a green and sustainable bend.

Thus everybody is responsible of the energy consumption and is working to reduce it.

In practice, it will take concrete form with:

- Choosing an electricity 100 % green : 100% hydraulic origin (energy produced by any form of water motions)..
- Recycling the water used for vehicle leak testing—a move that has enabled to reduce consumption by 40 percent in 2017.
- * 73 % LED lighting inside
- * The installation of beehives since 2015.

17 39.05 tco² of emissions for 2017



And also by :

- * Growing trees.
- * Controlled lawn mowing.
- * The increasing the value of our waste to reach « O » in dumping.
- 50 hay stacks i.e.15 tons have been harvested on the meadows of the site by a nearby farmer.

All these actions will go on in 2018.

Or such as :

* The installation of solar panels and a wood burning stove in guardian building.



- * 2 charging stations for electric cars.
- * The installation of people presence detectors for the lighting.

Carbon assessment

To transform its commitments of sustainable development into real strategies of cost cutting, greenhouse gas emissions and eco-responsibility, HEU-LIEZ BUS has done in 2012 its first carbon assessment.

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