

ACTFOR

SUSTAINABILITY TOGETHER



**our
manifesto
our goal**

This is the time to act together!

At Mobilize Financial Services, our company purpose is to care for our customers by building **innovative financial solutions** to create **sustainable mobility** for all. By anchoring to our company purpose, we aspire to become a Sustainability- committed captive finance company, creating shared value for our stakeholder ecosystem - our customers, our people, our investors, the planet, and the societies in which we operate.

Our 3 pillars

We are focusing on UN SD Goals that are nearest to Mobilize Financial Services's activities and where we can really make a difference. Hence, we will concentrate our efforts on the following pillars



FOR a green future

Climate & environment



Opportunities FOR all

Diversity & Inclusion



Care FOR wellbeing

Safety & Care



FOR a green future

Climate & environment

Climate change is real.

At Mobilize Financial Services, we have been financing Electric Vehicles since 2013. In 2021 it has represented 8.7% of our new financings mix. We have also launched our first green deposits in the UK and some subsidiaries have defined green action plans.

However Climate and environmental stakes demand to go much further and we must continue to build out our green initiatives to create a positive impact for a sustainable future through sustainable mobility together 4 all our customers.

That's why 2022 is the year in which we will work towards defining a global green strategy with the aim of reaching the ambitious target of a Zero Co2 in line with Renault Group Sustainability Strategy.

Mobilize Financial Services is committed to reach this level by reducing its Co2 footprint, inviting its entire value chain partners to join us on this journey, by promoting internal initiatives and by helping our final customers to reduce their own footprint through a strong value proposition and through partnerships.

There is a common saying: we are all in the same boat. We definitely are in the same car to act against climate change.



Opportunities **FOR all**

Diversity & Inclusion

Diversity, inclusion, and equality are at the heart of our commitment and our “raison d’être”. Embracing the difference is one of our key values and is a decisive source of wealth for our performance.

The diversity of our employees should reflect the customers we serve. Through training and acculturation at all levels of the organization, Mobilize Financial Services empowers its employees against all forms of discrimination.

About 15% of the world's population, or one billion people, live with some form of disability. Providing equal access to opportunities, resources and services for people who might otherwise be excluded or marginalized, through finance inclusion initiatives for example, will promote the achievement of our sustainable progress and our transformation.

Beyond being a fundamental human right, gender equality is essential for building societies with full human potential and sustainable development.

Mobilize Financial Services is committed more than ever on this goal by increasing the place of women with responsibility to 40% by 2030.



Care FOR wellbeing

Safety & Care

The health and well-being of our employees and their families are of paramount importance to us.

Our employees expect their jobs to bring a significant sense of purpose to their lives. Mobilize Financial Services must help meet this need in physical, emotional, social, career and work-life balance matters

We have already partnered with “Great Place to Work” in some subsidiaries to listen the voice of our employees and we have continuously measured their enablement and engagement, with the objectives to ensure Mobilize Financial Services continues to make positive change, grow and transform together.

Our aim is to continue to rollout the “Great Place to Work” project, with the ambition to have, at least 5 main countries certified in 2024 and to continue to embody our values for all

We regularly conduct customer satisfaction surveys to steer improvement of customer journey and customer relationships. Customer care is at the heart of our processes. As we monitor and listen to the voice of customers and work on the best customer experience, the employee experience will be more than ever valued

Employee well-being is the key to an engaged, happy, and productive workforce.

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Beyond the desire to be exemplary, this global challenge requires everyone's proactive involvement. Mobilize Financial Services commits to **act now** to ensure a sustainable future for all. We have brought together employees from all our countries, to collect the best practices already in place, to capitalize on them and scale in a continuous improvement process to build an ambitious sustainable policy.

ACTFOR embodies out our aspiration and our commitment. It will be, we hope, the impetus for our collective mobilization of which our employees will be an essential part.

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Joao Leandro
Chief Executive Officer



Mallika Mathur-Lheritier
Chief Startegy Officer