

PRESS RELEASE

2020: A SUCCESSFUL YEAR OF GROWTH FOR ARVAL

- **1,381,555 LEASED VEHICLES, +6.4%* GROWTH, MAKING ARVAL THE EUROPEAN LEADER IN FULL SERVICE LEASING****
- **ARVAL OUTPERFORMS THE MARKET DESPITE THE PANDEMIC**
- **A PIVOTAL YEAR WITH THE LAUNCH OF A NEW, AMBITIOUS STRATEGIC PLAN: ARVAL BEYOND**
- **IMPORTANT PARTNERSHIPS CONCLUDED WITH SIXT, CAIXABANK, UNICREDIT BANK AUSTRIA, THE ACQUISITION OF UNICREDIT LEASING FUHRPARKMANAGEMENT GMBH AND THE OPENING OF A NEW SUBSIDIARY IN COLOMBIA**
- **ACCELERATION OF ARVAL'S CORPORATE SOCIAL RESPONSIBILITY (CSR) COMMITMENT, REWARDED WITH THE PLATINUM ECOVADIS RATING, RANKING ARVAL IN THE TOP 1% OF ITS INDUSTRY**

Arval specialises in full service vehicle leasing and new sustainable mobility solutions. Thanks to the quality of its services, its ability to react quickly and seize new opportunities, the resilience of its business and the solidity of the BNP Paribas Group, Arval outdid the rest of the market in 2020.

In 2020, **Arval's leased fleet grew by 6.4%* compared to 2019**, reaching **1,381,555 vehicles**. The **Corporate financed fleet reached one million vehicles** in 2020. The **Retail segment grew by 15.7%**, including 100,000 vehicles on private lease. The **Mid-term Rental segment grew by 6%**. **Arval's 7,200 employees serve 300,000 customers in 30 countries**.

2020, a strong year despite the pandemic

During the health crisis, Arval's teams were mobilised across the world to make sure the services it offers to customers continue in a secure manner. Thanks to its robust IT infrastructure, more than 99% of Arval employees were able to work from home safely from March 2020. The company also provided nearly 350 vehicles free of charge to healthcare workers in twelve countries. In this context, Arval has actively supported its customers throughout the crisis, offering flexibility in contractual terms and contract extensions. Arval has accelerated its remarketing strategy throughout the Covid19 crisis, complementing its B2B sales activities with a Retail offer supported by a fully digital customer journey. In response to new post-lockdown mobility trends, in May 2020 the company launched "**The Journey Goes On**", a pioneering service designed to help and support Arval's customers restart their business with safe, sustainable, and cost-effective mobility solutions.



2020 highlights

After its 30th anniversary in 2019, Arval took an important step by presenting its new strategic plan, **Arval Beyond**, in October 2020, preparing the company to grow steadily in a new world, based on its main strengths while rethinking its business model to respond to customer needs.

Arval Beyond translates into four different offers: mobility in addition to cars with, for instance, the recent launch of bike leasing in eight countries (**360° Mobility**), technology for the benefit of Arval's customers (**Connected & Flexible**), strong partnerships (**Arval Inside**) and sustainability at the core of everything (**Good for you, Good for all**).

Driven by a sense of responsibility towards society and its customers, in 2020 Arval developed a **strong CSR strategy** to respond to environmental issues, setting up unparalleled goals for 2025: half a million electrified vehicles leased and an average reduction of 30% in CO₂ emissions for its entire fleet. In 2020, Arval assumed its role as an advocate for electric mobility and grew at **twice the pace of the market in terms of Battery Electric Vehicle orders**, taking into account the global market per country. Arval is also actively addressing diversity issues. With the "**Arval Women in Action**" Career Programme, for example, Arval is convinced that the women of today will pave the way for the women of tomorrow.

Fully in line with the new offer, **Arval Inside**, 2020 saw the renewal or launch of partnerships forged with major partners around the globe, including **SIXT** (beginning with Germany, France, the Netherlands, UK and Belgium) and **CaixaBank** Payments & Consumer group in Spain and Portugal. A new cooperation agreement was also signed with **Unicredit Bank Austria**, strengthening Arval's position in the country with the acquisition of **UniCredit Leasing Fuhrparkmanagement GmbH**. All of these partnerships are based on a strong focus to provide a digital customer experience and expand the range of products and services with shared, connected and electrified mobility solutions.

Arval's growth in 2020 not only came through strong partnerships, but also through **geographical expansion**. The company reinforced its presence in Latin America, opening a new subsidiary in Colombia in partnership with Relsa. This confirms Arval's growth alongside its partners in the Latin American region.

Expanding horizons in 2021 with the first year of Arval Beyond

In 2021, Arval will continue to deploy its strategy through concrete objectives. Amongst this year's projects are:

- New services to better care for corporate needs: **Mobility Hub, Mobility App, Mobility Consulting**, as part of the Arval Beyond's 360° Mobility offer.
- A renewed ambition to **double the Battery Electric Vehicles orders market**, backed by a **transformational CSR project to be launched in June 2021**
- **An ambitious partnerships** programme to reach new populations and frontiers.

"The crisis in 2020 confirmed the priorities we defined for Arval Beyond as something our customers needed. Arval is even stronger today and is leading the market in terms of



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performance, pioneering spirit and its CSR commitments. I am very confident about the year ahead; we have numerous projects and initiatives planned. The investments we make today will strengthen our vision through 2021 and the years to come, and we expect to exceed 2020's performance in terms of fleet growth this year", says Alain van Groenendael, Arval Chairman and CEO.

ARVAL RUSSIA RESULTS IN 2020

- **MORE THAN 13,700 FINANCED VEHICLES (+4%)**
- **NPS GROWTH BY 15.2 POINTS VS 2019**
- **SUCCESSFUL INTRODUCTION OF REMOTE WORK, THE LEVEL OF SERVICE EXPECTED BY CLIENTS MAINTAINED**
- **CONFIRMATION OF COMPLIANCE OF THE COMPANY'S INTEGRATED MANAGEMENT SYSTEM WITH TWO INTERNATIONAL STANDARDS: ISO 9001:2015 AND ISO 14001:2015.**

Despite the challenges posed by the coronavirus pandemic, the Russian subsidiary of Arval achieved outstanding results in 2020. ARVAL Russia signed over 40 operational leasing contracts with new international clients during the previous year. By the end of the year the company exceeded the milestone of 13,700 of financed vehicles. The average annual expansion of the fleet made 4% vs December 2019.

During the year the company's clients participated in the annual NPS survey of satisfaction with the service quality (Net Promoter Score). ARVAL Russia has held this survey for 8 years and its index increases from year to year. In 2020 the client loyalty index among fleet managers was up by 66.7 points thus exceeding the 2019 index by 15.2 points. 74% of the surveyed respondents trust the company and its services and would recommend ARVAL Russia as a reliable partner.

In the mid of March the company gradually introduced remote mode of work and still successfully keeps on working with its clients and partners. The company provides a full range of services to its clients absolutely complying with regulations issued by the government and local authorities, protecting the health and providing safety of its employees.

At the end of 2020 ARVAL Russia confirmed the compliance of its integrated management system with two international standards: ISO 9001:2015 (quality management), ISO 14001:2015 (environment management). The main purpose of this integrated system is rendering exclusive quality services to the company's clients. This is the objective of development and introduction of the integrated management system that unites quality management and environmental impact control.

**Growth rate for the end of the period 2019-2020 on a comparable basis.*

***multibrand full service leasing*



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About Arval:

Arval specialises in full service vehicle leasing and new mobility solutions, leasing almost 1.4 million vehicles at end December 2020. Every day, more than 7,200 Arval employees in 30 countries offer flexible solutions to make journeys seamless and sustainable for its customers, which range from large international corporates to smaller companies and individual retail clients. Arval is a founding member of the Element-Arval Global Alliance, a worldwide leader in the fleet management industry, with 3 million vehicles in 50 countries. Arval was founded in 1989 and is fully owned by BNP Paribas. Within the Group, Arval sits within its Retail Banking & Services division.

www.arval.com

About BNP Paribas:

BNP Paribas is a top-ranking bank in Europe with an international profile. It operates in 71 countries and has almost 199 000 employees, including more than 151 000 in Europe. The Group ranks highly in its three core areas of activity: Domestic Markets and International Financial Services (whose retail banking networks and financial services are grouped together under Retail Banking & Services) and Corporate & Institutional Banking, centred on corporate and institutional clients. The Group helps all of its clients (retail, associations, businesses, SMEs, large corporates and institutional) to implement their projects by providing them with services in financing, investment, savings and protection. In Europe, the Group has four domestic markets (Belgium, France, Italy and Luxembourg) and BNP Paribas Personal Finance is the leader in the field of consumer lending in Europe. BNP Paribas is also rolling out its integrated retail banking model across the Mediterranean countries and in Turkey and Eastern Europe and has a large network in the western part of the United States. In its Corporate & Institutional Banking and International Financial Services activities, BNP Paribas enjoys leading positions in Europe, a strong presence in the Americas and has a solid and fast-growing network in the Asia/Pacific region.

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