



**HEULIEZBUS**



# **Sustainable Development Commitments**





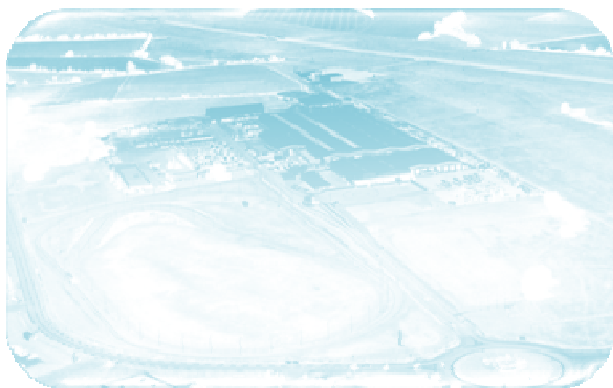
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## Economic commitments

As a designer and manufacturer of urban buses and systems of transport, 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 member of CNH INDUSTRIAL and is a brand of the bus & coach activities of this entity. This world-size group is major industrial enterprise; a global leader in capital goods. 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 sales the GX buses range in France and Europe.



### The economic performance of the the company

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

In France, this sector has known a regular growth for several years now and is directly involved in the qualitative and environmental challenges facing by local authorities, in terms of image, noise and transport emissions reduction.

More and more, the passenger 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 European group of public transport vehicles in terms of sales, 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 ensure a regular growth of its stockholders' equity and 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.



## Economic commitments



### To be attentive to the customers

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,

- ❖ lastly, to show our vehicles in exhibitions or during road shows in cities enables us to collect information concerning the needs of our customers.

### The quality of service

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 keep 8 000 spare parts in warehouse.
- ▷ 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.





## Social commitments



### The satisfaction of the Customer

**The vocation** of HEULIEZ BUS is 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.

#### Adapted products

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:

- ▷ 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.
- ▷ Access without step.
- ▷ Molded front wheel arches enabling a lower sitting height.
- ▷ Wide aisle for an easy moving inside the bus and easy access to the rear seats.
- ▷ Luggage, bicycles racks.
- ▷ For people with Reduced Mobility, embroidery on seat material, enable passengers with reduced mobility to locate easily the seats dedicated to them.
- ▷ Information screens and video surveillance for a better passengers safety and information.

#### Accessible vehicle

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

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





## Social commitments

### Training the customer

To improve the product knowledge of the technicians, HEULIEZ 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:

- ❖ New EURO VI technology: **HI-eS.C.R (Selective Catalytic Reduction)**.
- ❖ Hybrid technology.
- ❖ Hybrid diesel/electric traction.

- 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 of quality

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.





## Social commitments



### Human resources

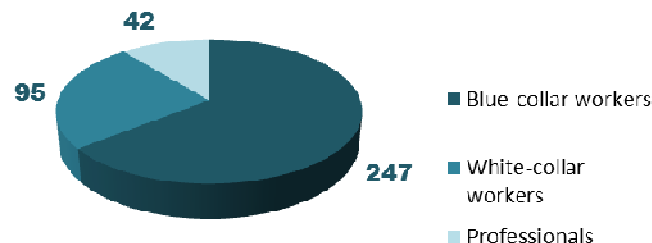
Thanks to **the social policy** led by HEULIEZ BUS, a peaceful atmosphere reigns among the staff. The well-being of the employees remains a major cause for concern.

### Workforce

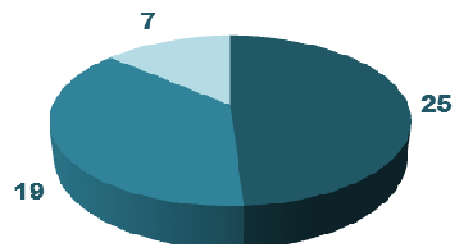
As HEULIEZ BUS wish to offer secure and stable employment, all the employees are covered by unlimited term contracts. At end of December 2013, the workforce was of 435.

Nevertheless, the specificities of the market conditions and the production volumes variations, or the missing people replacement, involve the use of temporary workers. The number of temporary employees fluctuates during the year, the monthly average number was of 120 temporary workers in 2013.

### MEN - Unlimited Contract



### Women - Unlimited Contract



Classification by socio-professional group (2013 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 12 % of the global staff and 51 % of these women work in administrative or technical sectors.

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:

- ⇒ 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.



## Engagements Sociaux



### Social dialogue

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

- 1 company agreement each year
- 1 profit sharing agreement updated each year
- 2 profit sharing schemes
- 3 time savings schemes
- 3 employee savings schemes
- 1 agreement for senior people jobs
- 1 "GPEC" agreement (Management of jobs and skills)
- 1 Professional equality between Women and men agreement

### Training and continuing education of the employees

Priority is given to the training, the know-how and new qualifications with 5388 hours of training received by the employees in 2013.

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.; 25 contracts in progress from "BEP" diploma to "bac + 5" diploma , (*figures 2013*).

### Health and safety of the employees OHSAS 18001 approach (Occupational Health and Safety Assessment Series)

Heuliez Bus always emphasizes the prevention to master its risks in health and safety at work.

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.



### Safety of the employees with « O » accident as a target

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.





## Social Commitments

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...). A special device has been installed in 2011 which enables each worker to check its appearance before leaving the changing room.

▷ The customers being trained in Rorthais and working in plant are asked to adopt the safety equipment policy i.e. (safety shoes and work overalls).

▷ Visitors and administrative workers are asked to wear protections on their shoes when they are in workshops.

▷ The organization of workshops is exactly copied on the model of the program World Class Manufacturing 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...

▷ Within the scope of our WCM (World Class Manufacturing) approach, some mannequins showing occupational accidents have been placed in the shops. These mannequins situated at workstation or near the place of the accident have a two-fold objective of showing in concrete terms the results regarding safety and to realize what happened in order to avoid a new accident.



## Environmental commitments



### Environmentally-friendly products

HEULIEZ BUS takes part in **environmental protection** and design vehicles which more and more preserve the quality of the air and which use materials partly recyclable.

### Clean vehicles

**Diesel** : The new models of the range are powered by diesel FPT TECTOR 7 engine complying with the Euro VI regulations thanks to **HI-eS.C.R. technology (Selective Catalytic Reduction)**.

As a high performance solution, this technology allows a NOx reduction without the need for Exhaust Gas Recirculation (EGR) and without additional cooling requirements to reduce engine temperature. This technical choice brings advantages in terms of reduction for weight, fuel consumption, PM emissions reduction (passive DPF regeneration and reduced down time for scheduled maintenance), and better longevity.

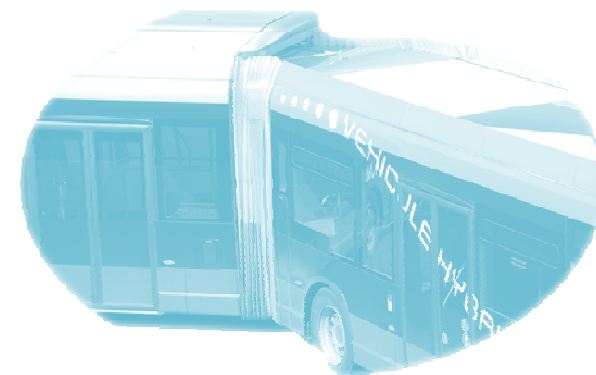
**Hybrid** : HEULIEZ BUS offers **serial hybrid** buses of 12 and 18 m long, which have been developed with BAE Systems (worldwide leader in hybrid technology) for the supply of components for the power chain.

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 50,000km are travelled in a year - the average mileage for a bus - the saving of carbon dioxide emissions amounts to 30 tonnes per vehicle.

Perfectly environment friendly, these vehicles enable to reduce fuel consumption and CO<sub>2</sub> (carbon dioxide) emissions by up to 40%, as well as a 50% reduction in NOx (nitrogen oxide) emissions.

Thus the realized average economy in CO<sub>2</sub> emissions is of the order of 25 tons a year for a standard bus and of 37 tons for an articulated one, which represent more than twice the dry weight of each model. 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.

Having a specific experience of 15 years in the development of alternative energy vehicles, Heuliez Bus, with its hybrid versions is now the Nr1 bus builder in France and a leader in Europe with this technology, having sold more than 165 hybrid buses until today, which have run more than 6 000 000 km.





## Environmental commitments

### 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.

The recyclability rate and the re-using rate of our vehicles are of 88% and 94% (ISO 22628 standard frame).

### 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 eco-design 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.



### Example :

- ❖ The option « ceiling arches in wood » which is proposed to customers enables to win 0.5 % more in recyclability and 0,1 % more in re-using rate.



## Environmental commitments



### ISO 14001 approach

Since more than 15 years, **HEULIEZ BUS** is committed in a quality approach of continuous improvement of the processes, getting ISO 9001 and 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 85% in 2014.
- ▷ By a better control of the water use and treatment with new modern installations of painting and new shower system to check water-proofness of buses.
- ▷ By the reduction of 30 % of our energy consumption before 2014 with regard to 2009, i.e. 6 % a year.
- ▷ Saving-up of 70 % on the consumption in lighting realized thanks to the replacement of neon lightings by led lightings in some workshops in 2012. This project will go on in 2014 on the whole site .

### Examples

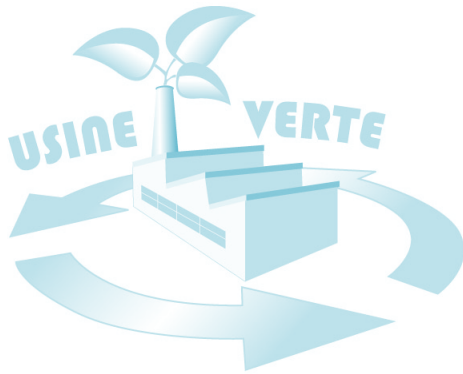
- Recycling in offices with the recovery of flat papers, batteries, printer's cartridges... In 2014 sorting of pens, plastic bottles and cups is starting.
- Sorting of the plastic packaging in the plant.

- A billing campaign to help with the sorting of waste.
- Stop of the rejections of industrial water.
- 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.





## Environmental commitments



### Green plant

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

Heuliez Bus is going on in 2014, 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:

- \* The improvement of buildings insulation.
- \* Growing trees.
- \* The installation of tables outside the staff canteen.
- \* The installation of beehives.
- \* The use of renewable energy (solar panels, 12 kW wind turbine...).
- \* The change of our heating system using innovative systems.
- \* The 100 % LED lighting inside and outside.
- \* The recycling industrial water and of rainwater.
- \* The increasing the value of our waste to reach « O » in dumping.
- \* The purchase of 2 electric cars in order to replace 2 diesel commercial vehicles and the installation of 2 charging stations. .



### Carbon assessment

To transform its commitments of sustainable development into real strategies of cost cutting, greenhouse gas emissions and eco-responsibility, HEULIEZ BUS has done in 2012 its first carbon assessment. The document published is showing 2 124,42 TCO<sub>2</sub>e of emissions for 2013.



## Environmental commitments



### Suppliers selection

HEULIEZ BUS is willing to make its supply in a local, sustainable and responsible way.

#### Suppliers with approved quality organization

First, the purchasing department has been singling out suppliers with an officially approved quality organization (ISO 9001, ISO TS...).

#### Suppliers with environmental commitment

Because they have an impact on the world which surrounds, each of the choices of the company matters. Consequently, to adopt a long-sustainable way of leading its purchases, an additional criterion was adopted in the selection of new suppliers. So their ISO certification 14001 or their marks of commitments to master the impacts on the environment must be considered.

#### Local suppliers

In accordance with its will of industrial progress while 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.

#### French Origin Guaranteed

On July 2013, the company received the “French Origin Guaranteed (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.







**HEULIEZBUS**

*Une Usine Verte et Responsable*



**WCM**  
WORLD CLASS MANUFACTURING

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Réf. 2014 – Création Heuliez Bus – imprimé sur papier issu de forêts durablement gérées