

Autonom  
Services SA

# Sustainability Report 2022

Towards a sustainable mobility



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# Always moving towards a better future

This is Autonom Services second voluntary Sustainability Report, the result of an effort to present information in a structured and transparent way about what we are doing to create a better future for our colleagues, customers, suppliers and how we are actively involved in the communities we are part of.

“Autonom is for those who dare, for those who take on the challenges of daily growth and development, for entrepreneurs with vision, for those who believe that it is possible to build in any conditions with other people who care. For them, we want to be an agent of positive change. To give them courage, confidence and solutions to help them grow, while being mindful of the impact they have in their turn. Through the voluntary involvement of colleagues and with the support of the Autonom Foundation, we want to play a constant role in the growth of the next generations through education”

**Marius Ștefan,**  
founder of Autonom

We understand that we are an important player in the mobility, operational leasing and rent-a-car services market, as our fleet exceeded 14,000 cars last year. This is why we also take responsibility for contributing to the development of a sustainable ecosystem and having clear, tangible and measurable actions to ensure we achieve our goals. For us, sustainability is not something to do on top of something else, but a fundamental way of doing business, with a long-term horizon.

The context in which we find ourselves has been marked by a series of challenging events: a pandemic whose effects are still being felt, a geopolitical conflict that has caught everyone by surprise, accentuated the dysfunctional supply chains and put pressure on the economy through rising energy and raw material prices, and last but not least, the worsening effects of climate change and a heightened sense of urgency

in decisions and actions. Situations are constantly evolving and that is why we believe it is imperative at business level to constantly adapt our strategy and resources allocated to change-producing projects for an effective response and sustainable results.

2021 was the year we defined and structured our Sustainability Strategy, and 2022 was the year of implementation, through the direct actions we chose to take and the projects we chose to support. We are proud and grateful for what we have been able to achieve, for the commitment of our colleagues, but also for the trust that customers, partners, and investors have given us.

In line with our Business Strategy, throughout 2022 we have prioritised sustainability, predominantly through:

- Stepping up efforts to transition to a low emission fleet;
- Contributing to the development of the electric charging infrastructure by installing charging stations in agencies where possible;
- TCFD (Task Force on Climate-Related Financial Disclosures) analysis and integration of climate risks into the risk categories analysed;
- Implementation of separate collection at national level and
- Continuing community involvement activities.

In this context, we voluntarily published our first Sustainability Report for 2021, in which we transparently communicated our progress against the targets set out in our Sustainability Strategy. Nationally, we joined the **Angajament pentru mediu (Commitment for Environment)** project and joined the largest international initiative, the **UN Global Compact**, committing to uphold its ten principles on human rights, environment, good governance and anti-corruption.

Our performance in terms of sustainability governance, economic, environmental and social impacts, and the transparency with which we have presented information in our 2021 Sustainability Report has helped us achieve a good **ESG Rating and Gold Level** recognition in the Romania CST Index 2022.

To accelerate the transition to a green fleet, we have been joined by a new funding partner, the **European Investment Bank**. This is the first financing provided by the EIB for a mobility company in Romania and will support us

in our efforts to transform mobility solutions for companies and expand our fleet of electric and hybrid cars. The first steps taken in 2022 materialised by ordering 200 Tesla cars, and the first batch of electric cars consisting of Tesla Model 3 and Tesla Model Y, already arrived in our fleet in the first quarter of 2023.

Our main long-term objective is to reduce average emissions of the operational fleet by more than 50% by 2030, with an intermediate target of a 25% reduction by 2025.

In 2022 we made progress towards this target, lowering average emissions from 149 g/km to 144 g/km, and the integration of Premium Leasing, both team and fleet, was well underway by the end of the year. At this point in time, there is a gap to the roadmap set out in the original strategy, but we are confident that we will be able to deliver on our commitments in the medium to long term.

**Magdalena Caramilea,**  
Sustainability Director Autonom





# About the report

## Scope of the report

With great confidence and ambition, we have committed ourselves to a sustainability strategy with clear objectives on all three dimensions: business, environment and social, with a concrete action plan that has been implemented step by step, starting in 2021. Operating in a sensitive sector, that of mobility, 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. In the current report you will discover our 2022 initiatives that are driving our efforts towards achieving our stated targets.

The report includes a compilation of the resulting 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 have compared indicators across multiple years, inserting data prior to the 2022 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 mandatory criteria under Directive 2014/95/EU.

## Area of applicability

This is the second Sustainability Report of Autonom Services SA (hereafter referred to as “Autonom” or “the company/organisation”), and we provide the public with detailed information on the activity of our main entity, Autonom Services SA, from the perspective of economic, social and environmental impact, as well as a number of non-financial key performance indicators relevant to our business.

## Reporting period

According to internal decisions, Autonom Service SA will report the non-financial performance annually, concentrating the data in a sustainability report released by mid-year following the financial year ended.

The current reporting includes qualitative and quantitative data on Autonom Services performance for the year 2022 (01 January 2022 – 31 December 2022).

## References and reporting guidelines

The report has been produced following the methodology proposed by the **GRI 2021 (Global Reporting Initiative) standards**.

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 Index & SASB Index at the end of the report indicate the types of disclosures covered in this report, the pages in the report where interested parties can find information about specific disclosures.

## Definition of the reporting framework

The report is based on a double materiality process, carried out at company level. Both the perspective of the positive or negative impact of the company’s activities outside the organisation (inside-out perspective) and the close analysis of external influencing factors that could have an impact on the company’s financial capital (outside-in perspective) were analysed.

The analysis was carried out in three stages:

1. Value chain analysis, with updates on relevant industry material themes, risks and opportunities, involving the organisation’s management,

2. Consultation with the organisation’s internal and external stakeholders to identify the positive or negative impact of material issues relevant to the organisation, held in February 2023,
3. One-to-one interviews conducted with both the organisation’s management and the management of some of the company’s clients. Throughout the interviews, the relevance to the business of the material themes was analysed from the perspective of identifying risks and opportunities in the form of external influences that could affect the business. Four interviews were conducted with management functions within the organisation and two interviews with managers from Autonom’s customers.

This defined the sustainability performance reporting framework.

We have not made any updates to the data reported at 2021 level as no corrections to the data presented in the previous Sustainability Report are necessary.

This report has been internally reviewed and approved by the CEO, as the highest body responsible for the accuracy of sustainability performance data and its applicability and relevance to the organisation. The reported performance is in line with the organisation’s sustainability strategy and action plan to achieve the stated objectives.





## Presentation of data in the content of the report

Transparency on economic, social and environmental performance is very important for Autonom. We create both a direct and indirect impact on the economy. We measure progress so that we can achieve our targets. This report has a distinctive structure, concise and structured so that the reader can capture both the qualitative and quantitative elements of our performance. To this end, you will find in the report specific icons of interest that have a special meaning.



Explaining the impact



Managing the impact



Effectiveness of actions taken

## External support and assurance

Throughout this process, Autonom has received external support from 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 the [following link](#).

## Thank you for joining us!

We thank all those who contributed to this report, the internal Autonom team, the external team of consultants and last, but not least all the stakeholders who accompany us. Their suggestions and active involvement represent for us current and future development elements that will lead to sustainable growth of our business. A **list of suggestions** we received can be found in chapter **1.6. Stakeholders' engagement (page 45)**

## Contact

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

### Autonom Services SA Headquarters, Bucharest

Calea Floreasca no 131–137, sector 1, Nusco building, 7th floor

### Autonom Services SA Headquarters, Piatra Neamt

4 Fermelor Street

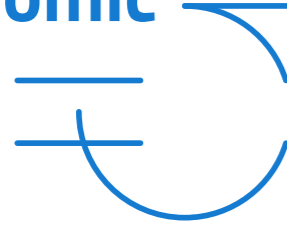
[www.autonom.ro](http://www.autonom.ro) / [www.autonom.com](http://www.autonom.com)





# Our progress in 2022

## Economic



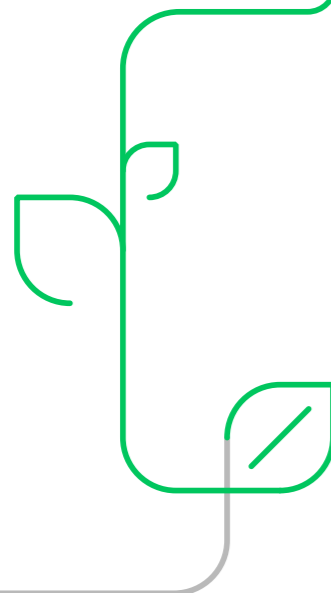
	2021	2022	2022 vs 2021
<b>Turnover</b> .....	394.3 million lei .....	647.2 million lei .....	164%
<b>Net profit</b> .....	22.5 million lei .....	57.8 million lei .....	157%
<b>Sustainable funding received</b> .....	EUR48.3 million (Bonds linked to sustainability objectives) .....	EUR15 million (Funding received from the European Investment Bank) .....	—
<b>Number of locations/cities, in Romania</b> .....	46 agencies/33 cities .....	46 agencies/33 cities .....	—

## Social



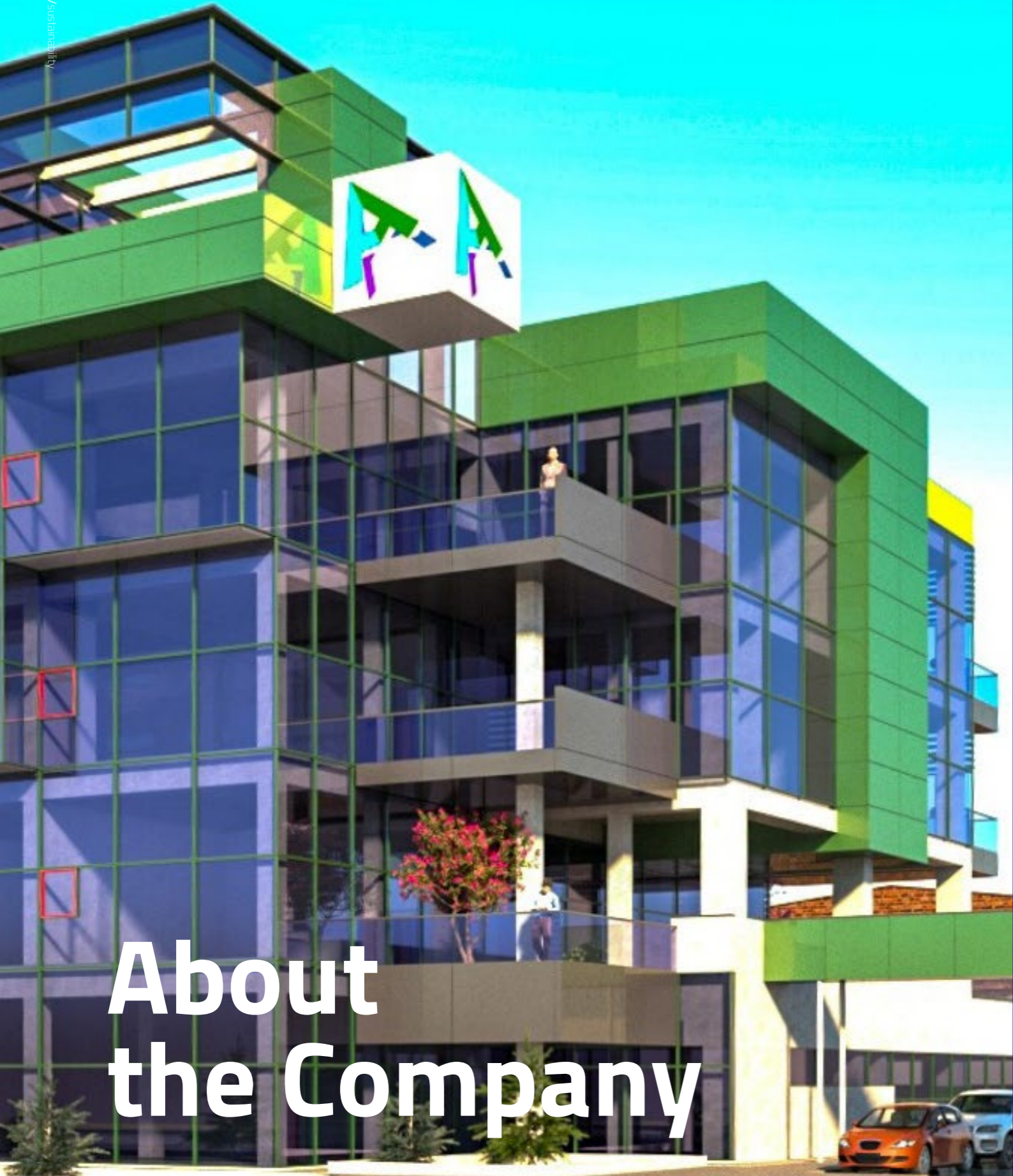
<b>Community investment</b> .....	3.13 million lei .....	1.24 million lei .....	40%
<b>Number of employees</b> .....	370 .....	474 .....	128%
<b>Average number of training hours / employee</b> .....	58 .....	51.24 .....	88%
<b>Number of volunteer hours</b> .....	512 .....	808 .....	158%
<b>Number of books read</b> .....	2,894 .....	4,859 .....	168%
<b>Number of innovations proposed</b> .....	790 .....	1,529 .....	194%

## Enviroment



<b>Energy consumed</b> .....	703 MWh .....	857 MWh .....	122%
<b>Fleet at the end of the year</b> .....	9,672 cars .....	13,680 cars .....	141%
<b>Km travelled by the operational fleet</b> .....	264 million km .....	354 million km .....	134%
<b>Fleet utilisation rate</b> .....	87.74% .....	88% .....	100%
<b>Direct GHG emissions (Scope 1 and 2)</b> .....	301 tonnes .....	468 tonnes .....	155%
<b>Indirect GHG emissions (Scope 3)</b> .....	43,780 tonnes .....	58,890 tonnes .....	135%
<b>Offset (fuel) through partners</b> .....	3,973 tonnes .....	4,475 tonnes .....	113%
<b>Tons of office paper consumed on site</b> .....	2.2 tonnes .....	1.57 tonnes .....	71%
<b>Recycled waste</b> .....	140.6 tonnes .....	150.9 tonnes .....	107%





# About the Company

## Autonom Services - the perfect framework to accelerate towards a better future!

National network of 46 agencies in 33 cities, in Romania, a business model differentiated from competitors; Agencies outside the country: Budapest and Debrecen, in Hungary.

Autonom Services's activity is concentrated in 3 main divisions: Operational leasing, Rent-a-car and Car Rental, complemented by other services, such as chauffeur-driven transfers, fleet management services, fleet assistance, car wash services, equipment rental and services for the insurance market.

We have started offering mobility services for The Royal Household and Her Majesty Margaret the Custodian of the Crown, and in 2023 we received the Official Supplier to the Royal Household title.

Towards the end of 2022, we have expanded our risk management system to include the area of risks and opportunities generated by climate change that have the potential to impact our business. For this, we used the reporting framework developed by the TCFD (Task Force on Climate-related Financial Disclosures).

Vehicle fleet as at 31 December 2022: 13,680. Approximately 2,600 cars came through the acquisition of Premium Leasing, the operational leasing division of the Țiriac Auto group.

Number of employees as of 31 December 2022: 474.

In the autumn of 2022, we attracted financing of €15 million from the European Investment Bank, the first loan of this type for an entrepreneurial company, funds that will enable us to increase the share of low carbon vehicles.

In 2022, we joined the UN Global Compact - the world's largest corporate sustainability initiative and the national "Angajament pentru mediu" initiative



## Autonom – the story of a responsible Romanian brand

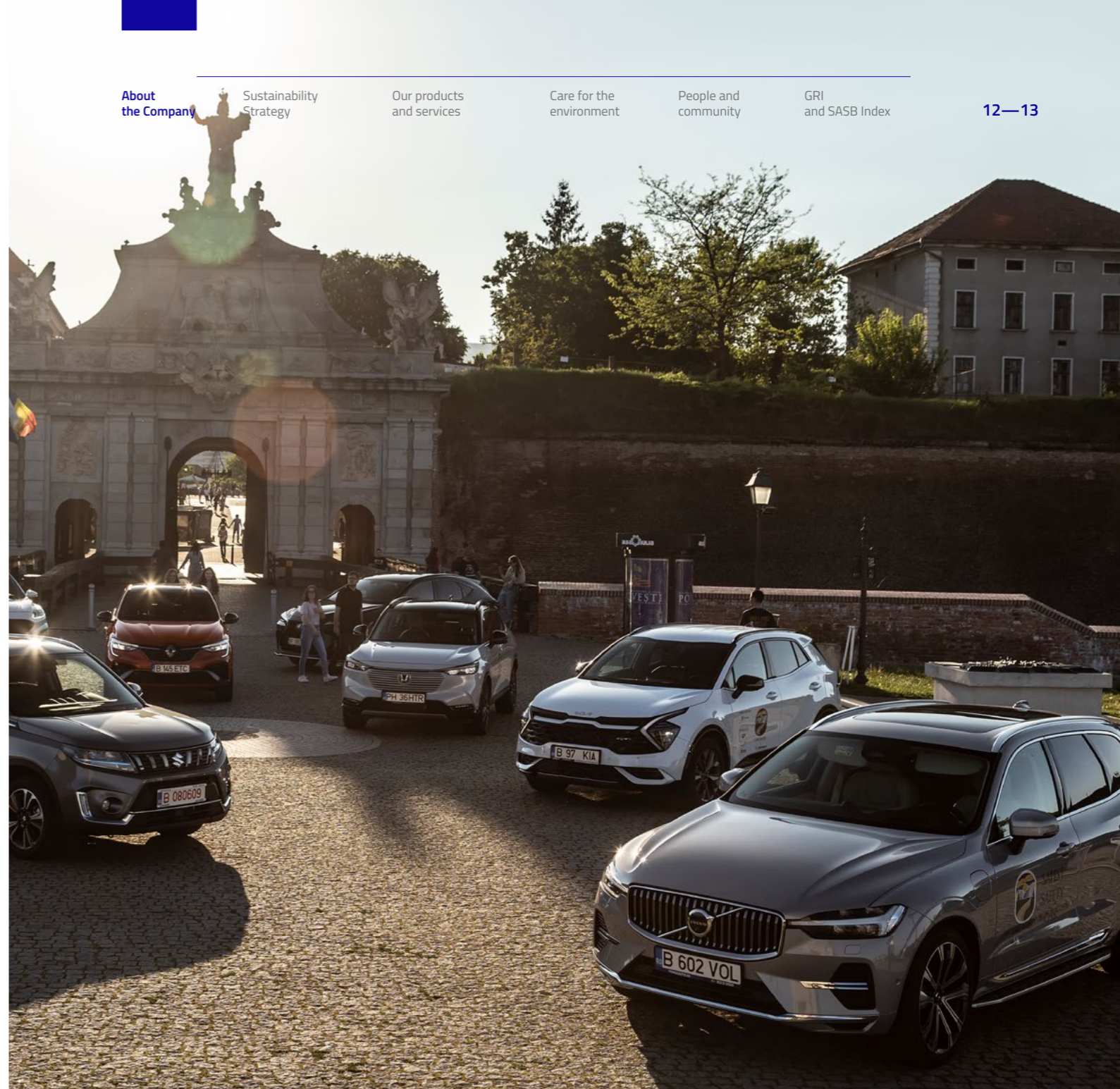
“ *Autonom Group is a Romanian family-owned company, founded in Piatra Neamt in 2006.*

*The beginning was modest, but we grew sustainably, optimistically, step by step. We made responsible decisions for the future and in time, we became the acquirer and manager of the largest fleet in Romania. We have created a unique mobility infrastructure where we take risks and offer our customers friendly, flexible services with an “extra mile” attitude to contribute to a state of peace of mind and comfort.*

*As our name says, we believe in autonomy. We have freedom with responsibility, we are committed body and soul to deliver a WOW experience. We believe in growth, daily evolution and genuine intrapreneurship, and kindness and smiles are our secrets.*

*At the same time, we are there for those who need us, through the Autonom Foundation. We want to make an impact through education, in the growth of the community and the next generation.*

*Autonom is the right framework in which to accelerate towards a better future! ”*

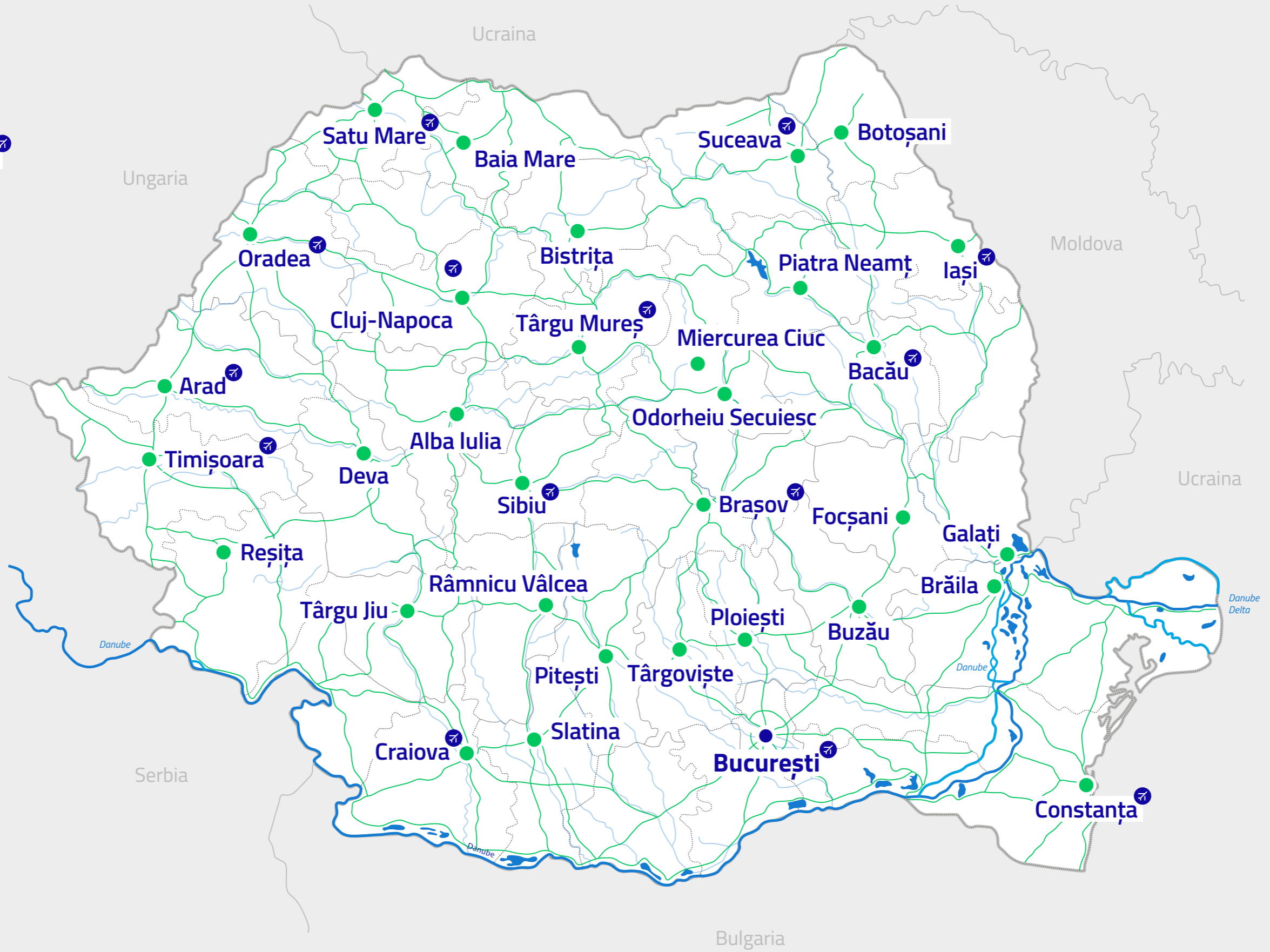


Autonom Services SA is part of the Autonom Group and is the largest Romanian-owned player by turnover in the main sectors of activity: operational leasing and car rental and has the largest and unique mobility network in Romania.

- National network of 46 of agencies in 33 cities in Romania, a business model differentiated from competitors; Agencies abroad: Budapest and Debrecen in Hungary;
- Fleet of vehicles on 31 December 2022: 13,680;
- Number of employees on 31 December 2022: 474;
- The company offers modern mobility and financing solutions such as: short- and medium-term rentals, operational leasing, chauffeur transfers, temporary fleet leasing, fleet management services, roadside assistance, car wash services and long-term equipment rent;
- Independent player with Romanian capital: Autonom International is the majority shareholder of Autonom Services S.A., with a 98% stake in the share capital. The shareholders of Autonom International are Marius Ștefan and Dan Ștefan, in equal proportions.



- Budapesta
- Debrecen





## The registered trademarks for Autonom Services are Autonom and Business Elite:



### From start-up to major 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 (BT Operational Leasing), a company founded in 2001, with the aim of consolidating its customer portfolio, with the merger by absorption to be completed on January 1st, 2021;
- 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;
- In 2019, the company changes its visual identity and makes its first bond issue, listed on the Bucharest Stock Exchange, for a total amount of 20 million euro;
- 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, received a separate rating of "B-";
- 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 Document as "ambitious" and the key performance indicator chosen was classified as "very strong", while also confirming alignment with the ICMA (International Capital Market Association) Principles;

- In 2022, the company voluntarily published its first Sustainability Report, which presents the results for 2021 from an environmental, social and governance perspective;
- In 2022, Autonom acquired Țiriac Operating Lease (Premium Leasing SRL), surpassing the threshold of 11,000 cars under operating lease and strengthening its market position;
- Also in 2022, Autonom has attracted €15 million in funding from the European Investment Bank, the first loan of its kind for a local entrepreneurial company, funds that will enable increased use of electric and low-carbon vehicles by Romanian companies;
- It starts to provide mobility services for the Royal House and Her Majesty Margaret, the Crown Custos, on the way to become Official Supplier to the Royal House in 2023;
- In 2022, Autonom joined the largest international sustainability initiative, the UN Global Compact, confirming the commitment to the 10 Principles in the areas of human rights, working conditions, environment and business ethics. Each year, we will report on progress towards meeting the targets in the dedicated UN Global Compact platform.

During its 17 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 in which competition is present and active, but the sustainable and responsible evolution has determined our establishment as an authority leader on the Romanian market.

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.

Autonom Services activity is concentrated in 3 main divisions: Operational Leasing, Rent-a-car and Autorulate.

The services offered by the main business lines are complemented by other services such as chauffeur driven transfers, temporary fleet rental, fleet management services, roadside assistance, car wash services, equipment rental and services for the insurance market.

### Electric car market context

In the European Union, the market for electric and hybrid cars is booming. According to the latest data from the European Automobile Manufacturers Association (ACEA) Europeans will buy more than 1,1 million electric cars in 2022, a 28% increase compared to 2021. The figures show that around one in eight Europeans opted for an electric model, with these cars ticking off a 12.1% market share. In Romania the figures doubled compared to 2021, marking an increase in market share to 9.1% and more than 10,000 electric cars registered, according to the Association of Automobile Manufacturers and Importers (APIA). The best-selling car was Dacia Spring with 6,800 units, followed by Tesla with 1,020 units.





# 1.1. Corporate governance and compliance

The conduct of our business is based on the principles of integrity, transparency and respect for society and the environment, with a systematic approach to risk management and compliance.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Corporate governance and compliance	The entire economic and financial activity of the company is primarily determined by corporate governance. The rules, practices and processes we implement and the principles on which we operate determine the profitability of the business.	Through corporate governance we encourage long-term investment, financial stability and integrity in the business environment, and this leads to higher living standards in the communities where we operate, starting with improving the quality of life for our employees. In doing so, we make a direct and indirect economic impact in the communities where we operate.	Corporate governance underpins the design of actions that do no harm or even support environmental protection by promoting sustainability in mobility. At the same time, good governance practices and transparent reporting can set an example for the industry in which we operate.



## Managing the impact

Autonom has a strong commitment to corporate governance policies, driven by its established core directions. We are driven by integrity, respect for society, transparency and a systemic approach to risk and compliance management.

We are confident that only by following our values and motivations will we achieve satisfaction in all areas of our business, but most importantly we will ensure the resilience of our business.

## Organisational culture and values of Autonom



### Mission

Autonom is a family company that thinks long-term. Success for us comes from customer satisfaction and colleague development. Business growth, profitability and financial stability are natural consequences.



### Vision

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

- The management system and daily decisions are based on autonomy and are filtered through our value system;
- Autonom is a learning organisation. We encourage members' personal development and support the ongoing transformation of the company;
- We have a positive impact on society and the environment by supporting education, active participation in our communities and responsible use of resources.

Autonom Group's organisational culture is based on the following four principles:

- **Supporting ongoing employee development:** personalised training experience and reading as a job responsibility;
- **Supporting flexibility:** focus on employee well-being and the possibility of flexible working hours;
- **Encouraging team involvement in the community:** group employees have the opportunity, through the Autonom Foundation or other initiatives, to get involved in projects with a positive impact in the community;
- **Facilitating an innovative spirit:** internal programme for innovation proposals.



### Autonom values are:



**Honesty and integrity** are fundamental for the development of our company



**We do what is necessary** to support our clients



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

An important objective pursued last year was the development of the Autonom brand, by defining the positioning, the brand universe and the main communication directions. Thus, together with an external consultant, we outlined Autonom's brand strategy for the coming years.

**A well-defined brand strategy helps build a consistent and memorable image in the minds of consumers, build brand awareness and loyalty, and increase brand value in the marketplace.**

By identifying values and promoting them in your company's marketing messages and activities, brand strategy helps create an emotional connection and long-lasting relationships with customers, which can lead to long-term business success.



## Company management

The company is managed by a Board of Directors consisting of 3 directors appointed by the AGM for a term of 4 years. The term of office of the 3 directors was extended in November 2022 for a further 4 years. According to Autonom's Articles of Association, at any time, most of the directors of the Company 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:

- Fulfilment of all obligations regarding the actual payments made by Autonom shareholders;
- Actual existence of dividends paid;

- The existence of the registers required by law and their correct keeping; The exact fulfilment of AGM resolutions;
- The fulfilment 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 AGM 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 case of a tie, the vote of the Chairman of the Board of Directors shall be decisive.

The professional seat of each member of the Board of Directors, as well as of the General Manager is in Piatra Neamț, 4 Fermelor Street, Neamț County.

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

Name and Surname	Quality	Date of appointment	Date of expiry of mandate
Mihaela-Angela Irimia	Chairman of the Board of Directors	13 March 2013	06 November 2026
Elena-Gianina Gherman	Member of the Board of Directors	07 November 2014	06 November 2026
Dan Iacob	Member of the Board of Directors	07 November 2014	06 November 2026

The operational management of the Group is delegated by the Board of Directors to a Managing Director, who represents the company in dealings with third parties and in court. At present, Autonom's General Manager is Mihaela-Angela Irimia appointed in this capacity on 1 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.

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 is organised 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 to the Board of Directors their daily contributions and achievements, 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.

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 Autonom Board of Directors or Executive Team is a member. In the last 5 years, there have been no disputes or administrative proceedings involving any of the members mentioned above relating to their work in the company, as well as those concerning their ability to perform their duties in the company.

## Management team

### Marius Ștefan

Mr. Marius Ștefan is one of the current shareholders of the Company and founder of the Company in 2005, being also a key decision-maker in the management of the Company by holding the position of 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

Mrs. Mihaela-Angela Irimia is the Chairman of the Board of Directors of the Company and the current General Manager of the company. She joined the company in 2006 and is currently in charge of the operational department, managing the activity of car purchasing, relations with financiers, payments and HR department.

### Elena-Gianina Gherman

Mrs. Elena-Gianina Gherman is one of the directors of the Company and CFO of the Group. She has been with the company since its foundation. She currently heads the accounting department and prepares reports for senior management.

### Dan Iacob

Mr. Dan Iacob is one of the directors of the Company and has been with the Company since its inception as Chief Operating Officer. He currently coordinates the operational activity for the Company's subsidiary and the companies in which the Company holds minority stakes and, together with Dan Ștefan and Marius Ștefan, defines the Company's strategic development directions.

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

To have clear governance of our strategic objectives and to achieve results, we have created a structure that promotes sustainable business activities from strategic planning to operation and implementation.

Strategic decisions, including those related to sustainability, are made in consultation with the highest management body, consisting of the two Managing Partners and the Chief Operating Officer, and supported by input from departmental and regional directors.

The monitoring of the targets assumed by the sustainability strategy is done monthly and a full update of the data for the first half of 2022 was done in mid-2022, like the data in the 2021 Sustainability Report.

To strengthen the knowledge of all colleagues around sustainability, as well as to increase the capacity of key functions in the organisation, at the initiative of the sustainability department, monthly internal trainings were held during 2022, and some of them were attended by external trainers and relevant stakeholders from the capital market, sustainable finance, and consultants.

To further integrate sustainability into the business strategy and extend the positive impact to the relevant executive structures, the person responsible for implementing and monitoring the sustainability strategy, the Sustainability Director, has obtained an internationally recognised ESG certification from IASE (International Association for Sustainable Economy), thus validating the sustainability expertise. The Director of Sustainability is responsible for promoting sustainability internally and informing and training relevant functions and employees. Training is carried out internally on specific topics, according to a training plan based on the identified need. Training can take the form of thematic workshops to make information more easily accessible to target groups, on topics such as food waste, selective collection, Plastic Free July initiative, adoption of responsible habits.

Throughout the Strategic Sustainability Committee meetings, management is informed of new legislative requirements and specific sustainability rules that the organisation must



comply with. At these meetings the Sustainability Director besides providing information also makes a presentation of trends in the field to channel preventive actions and alignment with EU requirements. The organisation's management has sufficient information from the market at hand, being very well connected with business media and trends in sustainability. They actively participate in online or physical meetings on specific sustainability topics launched by sustainability consultants or other non-profit organisations.

Delegation of responsibility for managing positive and potentially negative impacts related to the sustainability area is made to the Sustainability Director. The Strategic

Sustainability Committee, together with key departmental functions, analyses risks and opportunities, addresses measures to prevent negative impacts and launches internal initiatives to add value to the business.

The following map describes the roles and responsibilities in Autonom to support the implementation of the Sustainability Strategy and its subsequent review according to internal needs:

### Sustainability Strategic Committee

**Members:**

- CEO
- CFO
- Operational Director
- Sustainability Manager

*Leaded by CEO*

Strategic decisions, tracking the SPTs. Meeting twice per year.

### Interdepartmental Committee

**Members:**

- Departments & Regional Directors Responsible for implementation of Strategic Sustainability Targets divided on three pillars

*Leaded by Sustainability Manager*

Operational implementation & decision. Initiate and implement programs/projects/ measures to achieve SPTs. Meeting on monthly basis.



Environment



People & Community



Sustainable Business & Governance

### Other supporting functions

Supporting implementation of Sustainability Strategy

On specific topics, the representatives of any other team can be, by also included, as appropriate.

The role of the Sustainability Committee is:

- Integrate sustainability into business strategy by developing policies and procedures that incorporate sustainability into daily operations;
- Identify relevant material issues and associated positive and negative impacts on the value chain;
- Identify risks and opportunities on relevant material issues or key aspects of the business;
- Collaborate and engage stakeholders in a close relationship with the business to identify and meet their needs and expectations, and engage internal mechanisms to mitigate potential risks associated with an impact on the company's financial capital;
- Making decisions based on internal risk and opportunity analyses around sustainability;
- Selection and monitoring of KPIs and relative targets included in the Sustainability Strategy;
- Track performance in terms of implementation of the Sustainability Strategy, progress vs. targets, KPIs and OPSs, in any relevant operational area;
- Overseeing the correct implementation of the Sustainability Strategy;
- Approval of new policies;
- Monitor the publication of annual Sustainability Performance Reports;
- Monitor ongoing developments in sustainable finance markets and financing instruments to keep in line with market best practice and analyse opportunities;
- Managing any future updates to the Sustainability Strategy, including overseeing the involvement of independent suppliers.
- Evaluation and management of different situations and critical concerns related to sustainability, including relevant material aspects supported by operational processes within activities

In relation to the individual performance of the key functions on the Sustainability Committee, each function is assigned specific annual targets for achieving goals, and performance is reviewed by the organisation's CEO twice a year through progress reviews.

According to the remuneration policy, also available in the dedicated section of the website, the members of the Board of Directors are remunerated based on a fixed and a variable component.

**Fixed remuneration** is set out in the Management Agreements with the Company. The amount of the fixed remuneration is determined by reference to the work carried out by the members of the Board of Directors, the annual strategic objectives of the Company, the level of responsibility, the tasks to be performed by them within the Board of Directors.

The fixed remuneration is different for each member of the Board of Directors depending on the duties and tasks they perform. The fixed monthly remuneration will be reviewed annually by the General Meeting of Shareholders and approved by an Ordinary Resolution.

**Variable remuneration** is awarded in the form of multi-year bonuses, private medical insurance, private pension, benefits granted by Autonom for the position of member of the Board of Directors and is based on:

1. an individual assessment of the performance of each member;
2. the performance of the operational unit in which it operates;
3. the overall results of the Company achieved over a predefined period;
4. achieving the objectives set by the Company.

Each member of the Board of Directors will be informed of the evaluation criteria for the award of variable remuneration, which will differ according to their specific duties on the Board. Performance evaluation is carried out within a multi-year framework to ensure that the evaluation process is based on long-term performance and that the actual payment of the performance-based remuneration components is staggered over a period that considers the Company's business cycle and the specific risks of the business.

The General Manager is remunerated based on a fixed and a variable remuneration. The General Manager shall be informed of the assessment criteria for the award of the variable remuneration. Performance evaluation is carried out within a multi-year framework to ensure that the evaluation process is based on long-term performance and that the actual payment of the performance-based remuneration components is phased over a period that considers the Company's business cycle and the specific risks of the business.

The full policy can be found [here](#).



## Risk management and compliance

The effects of risks managed effectively and without complying with legal obligations, can attract financial penalties and damage the reputation and image of the brand, and the impact will result in revenue changes or even business interruption. Risk management involves not only uncovering and considering strategic and operational risks in an integrated way, but also identifying the steps we need to take to mitigate or even eliminate them. It is very important for us to have a clear picture of all the processes that take place within each agency or department.

Inadequate risk management can also have an impact on employee well-being and lead to potential redundancies. The effects can also be felt by the families and communities to which our employees belong, with the effect of reducing quality of life.

Incorrect or incomplete identification of certain categories of operational risks, as well as not complying with the legislative conditions in force, can generate effects and impact on the environment.

Our approach is a proactive one where we try to minimise the impact associated with each aspect, on the business and on our stakeholders. Relevant issues that may lead to risks are addressed immediately through annual reviews and we establish principles and processes to address them to minimise the risks to the business and stakeholders. At the same time, we know that it is only through such an approach that we will be able to assess the impact associated with each issue. 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. They, by applying an internal methodology based on assessment and quantification, make recommendations for approaches to mitigate identified risks and, by identifying opportunities, create internal programmes or projects to create more value within the organisation.

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

### Price Risk and Liquidity Risk

Price risk means that car leasing and rental companies are exposed to potential losses on car sales when the sale price is lower than the residual value. Any change in prices on the used car market may therefore have a negative effect on the revenue that the Company is able to generate from sales of used cars. Liquidity risk is associated with the Company's holding of non-current assets. The Company assumes the risk of the residual value of the vehicles it operates under the operating lease and short-term rental (rent-a-car) service and which it sells at the end of the operating lease, i.e., after 24–48 months of use, usually as part of the short-term rental business. The Company carries out these sales operations systematically for a significant proportion of the car fleet in its portfolio, thus generating profit or loss from these activities. The amount of the proceeds from the sale of a used vehicle and the risk that the sales price of a used vehicle is less than the amount at the end of the operating lease or the period of use in the case of short-term leases are mainly determined by external factors.

### Credit risk

Credit risk is the risk that the Company's borrowers may not respect obligations when due, due to deterioration in their financial situation. The Company manages this risk primarily by diversifying its lines of business, customers, exposure to a particular industry or geographic area. In addition, the financial flows and statements of receipts and payments for each partner are monitored and controlled on a permanent basis, maintaining a real link with them.

### Cash-flow risk

The Company requires a significant amount of cash to service its debt and make planned capital expenditures, and its ability to generate cash or to refinance its debt depends on many factors beyond its control. The Company borrows substantial amounts annually, consistent with the growth of its operations, through finance leases, bank credit and short-term credit facilities to finance acquisitions of new cars. To manage the risks, the company has implemented prudent financial management in order to have significant cash

reserves, which will ensure sufficient working capital even in the scenario of delayed or diminished receipts over a long period of time.

### Risks related to interest rate fluctuations

Most of the Company's financing contracts provide for a variable interest rate, dependent on EURIBOR or ROBOR. Therefore, the Company is exposed to the risk of increases in these interest rates during the term of the financing contracts, which could result in higher interest being paid and could have a material adverse effect on the Company's business, financial condition and results of operations.

### The risk of the COVID-19 pandemic

Because in 2022 the movement restrictions caused by the COVID19 pandemic have been completely lifted, but the risk of new outbreaks is still present, on the precautionary principle Autonom has maintained the minimum requirements to prevent the spread of respiratory infections according to the legal recommendations in force. The rapid adaptation to the new reality, which has contributed to mitigating the negative effect of the pandemic on Autonom's business, has already prepared the management for an appropriate response should a new state of emergency be declared, or new restriction measures be imposed. Investors are encouraged to consider that such events may have a negative impact on the company's business.

### The Company's business may be affected by adverse developments in economic conditions

The dynamics of the Company's business and profitability are sensitive to the general conditions of the economic environment in Romania, and a slowdown or recession in the local economy would reflect negatively on most operational parameters.

### Risks of non-compliance with legislation

We ensure that we are up to date with applicable legislative requirements on employee health and safety, environmental legislation, personnel legislation, financial legislation, agency operating legislation, and adequately controlling risks across our operations. We have implemented management

standards on quality, occupational and environmental health and safety (ISO 9001, ISO 14001 and ISO 45001). We have established strict compliance rules with all relevant internal and external regulations, constantly making every effort to minimise the risk of non-compliance. We are aware of these risks but 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 did not receive any non-compliance penalties during 2022.

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

Part of the Group's activity, more specifically the short-term car rental service, is seasonal and may be affected by the evolution of tourism in Romania and the restriction of travel from other countries to Romania. In the event of a prolonged state of emergency or the imposition of general restrictions on air traffic to or from Romania, the rent-a-car line of business may be adversely affected. To manage this risk, management continuously monitors the activity of agencies located throughout the country, especially those located in airports, to control the operating costs related to their activity.

### The company may not be able to sell the used cars at the desired prices, which could lead to losses

The company assumes the residual value risk of the vehicles it operates under the operating lease and short-term rental (rent-a-car) service and sells at the end of the operating lease.

### 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 dealers and is dependent on supplying popular, high quality vehicle models in sufficient numbers to maintain operations and purchasing them on attractive terms. There can be no assurance that the Company will be able to maintain a long-term relationship with these manufacturers and distributors that will provide certainty



with respect to the Company's future purchases of vehicles, and the Company may have difficulty replacing these manufacturers and distributors with other suppliers who will deliver the vehicles required for the Company's business on the same favourable 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 timeframes 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 an increase in the operating time of vehicles and a decrease in the level of customer satisfaction with the compliance of vehicles with expectations. At the same time, a longer vehicle operating life may have a negative impact on the second-hand selling price of those vehicles.

### Environmental and climate risks

Sustainability concerns and related performance have been a strong foundation for the rapid implementation of a climate risk management process. Practising governance has allowed us to easily develop a fair TCFD reporting framework. Autonom has committed to and delivered on the statement in its 2021 Sustainability Report that it is starting the process of aligning with the TCFD. The results show a deeper understanding of specific climate change risks and have provided us with a climate risk roadmap 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 to arise, as we have implemented the environmental management system and keep legal compliance under control.



## Effectiveness of actions taken

### Climate risks

This reporting year we have expanded our risk management system to include the area of climate change risks and opportunities that have the potential to impact our business. Thus, for this first initiative we used the reporting framework developed by the **TCFD (Task Force on Climate-related Financial Disclosures)**.

We have identified several risks with a potential effect on our company, analysed them in terms of their impact on the company, assessed them quantitatively and formulated appropriate and feasible response methods for our business, aligned with our strategic objectives.

To achieve these activities, we involved members of the Board of Directors and managers of the departments: Sustainability, Special Projects, Operational, Technical, Risk, Marketing, Rent a car, Lease and Second car divisions.

To provide continuity and replicability to this analysis, we have developed a first draft of a specific climate risk management procedure to be developed during FY2023. Once this procedure is finalised and implemented, the position of Climate Risk Officer, a position specifically dedicated to this issue, will be defined.

### Transition risks

Based on the specifics of our activities and considering the market situation, regulations and trends in the field in which we operate, we have identified **13 risks** and **1 transition opportunity**. These are indirect risks and opportunities that resulted from the way climate change is influencing society today, such as through the development of new regulations to combat climate change, adaptation/change in technology to cope with new technical requirements resulting from climate change adaptation, changing market dynamics, changing consumer interests, development of new reputational values for companies.

### The transition risks and opportunities identified are as follows:

Crt. no.	Type, Risk / Opportunity	Name
1.	Transition risk	Increased stakeholder interest in "greening" the transport sector
2.	Transition risk	Rising fuel prices
3.	Transition risk	Disruption / problems in air transport operations
4.	Transition risk	Rising prices of spare parts
5.	Transition risk	Increasing insurance prices by updating the extreme events component
6.	Transition risk	Rising energy prices
7.	Transition risk	Imposing a limit on emissions
8.	Transition risk	Enhanced emission reporting obligations
9.	Transition risk	Limiting access of internal combustion vehicles to urban environments
10.	Transition risk	Increase in court cases on ESG issues (including greenwashing cases)
11.	Transition risk	Increasing shareholder interest in companies' ESG performance
12.	Transition risk	Lack of EV charging infrastructure
13.	Transition risk	Lack of specialists and technology to maintain and repair electric vehicles
14.	Transition opportunity	Evolution of technology-related costs

### Physical risks

Using recognised databases and platforms for modelling the evolution of climate parameters, we have identified physical climate risks that have a direct effect on our business.

Physical climate risks are direct risks resulting from global climate change. There are two main categories of physical risks: acute (occurring in the short term and generally represented by extreme climate events) and chronic (occurring in the long term and generally represented by changes in key climate parameters).

### The physical risks identified are:

1. Intensification of strong wind events
2. Intensification of hail events
3. Rising average temperatures
4. Changing precipitation patterns

There may also be opportunities arising from physical climate change, with some operations becoming more favourable for certain areas of activity. In the case of our business, we have not identified any such situations.

After identifying risks and opportunities and analysing potential impacts, we carried out a series of quantitative assessments to formulate appropriate response methods.

International platforms specialising in scenario-based climate projections were used for these. Climate scenarios or socio-economic scenarios are projections of future greenhouse gas emissions used by analysts to assess future vulnerability to climate change. They are based on estimates of future levels of regulation, economic activity, governance structure, changes in population size, social values and patterns of technological change.

### Transition risk assessment

The first step in quantitatively assessing transition risks was to rank them by scoring them according to the magnitude of impact on the company and likelihood of occurrence.

We then assessed the financial impact for 2 market risks: rising fuel prices and rising energy prices. These were chosen because they relate to the main operational expenses within our company that are directly influenced by transitional climate risks.



For this category we used two sets of scenarios depending on the risk analysed:

- Developed by the Network for Greening the Financial System (NGFS)
- Developed by the Energy Agency (IEA)

For each of the three climate scenarios, we have produced three financial models for each risk/opportunity based on our company's development objectives.

### Physical risk assessment

Depending on each identified physical risk, the parameter that can quantify the increase in intensity of the respective meteorological phenomenon and the appropriate database for its analysis were determined. Each was analysed, using the corresponding database, for two Autonom locations in Romania:

- Piatra Neamț, where the company's head office is located, owned by the company
- Bucharest, where the company's administrative office is located

For this category we used two sets of scenarios depending on the parameter analysed and the database queried:

- Developed by the Network for Greening the Financial System (NGFS)
- Developed by the Intergovernmental Panel on Climate Change (IPCC)

We assessed the physical risks in terms of the evolution of climate parameters in the short (2023), medium (2025) and long (2030) term according to climate scenarios. Following the analysis, these were categorised into risk grades according to: percentage deviations from the baseline year and potential impact on the company. All the parameters assessed had low risk grades with the highest percentage deviation from the baseline year being +14% for the long-term precipitation amount in Neamt county for scenario SP1-1,9.

Following these assessments, we have formulated a series of responses to address climate risks:

- Accessing funding for the renewal of the fleet with low emission vehicles and further accessing funding opportunities in this respect (in progress)
- Investigate the option of reallocating resources between the services offered, considering extreme events and the impact and impact on air traffic (rate of flight cancellations and delays)

- Implementation of a specialised digital platform allowing purchases based on specialised price and stock analysis
- Inclusion of an insurance company in the group, advantageous policies will be developed for risks of extreme events (in work)
- Negotiation and conclusion of framework contracts for electric car charging (in progress)
- The opening of national sites, which will be served by photovoltaic panels, thus offsetting the need for purchased electricity
- Preparation of the full scope 3 emissions inventory framework in preparation for enhanced reporting requirements (in progress)
- Implementation of the sustainability reporting assurance process (in progress)
- Continuing to take a greater interest in all communication initiatives and to keep records of every sustainability action undertaken or outcome or statement (ongoing)
- Implementation of additional sustainability reporting frameworks (in progress)
- Develop a project (concept stage) to supplement agencies with electric vehicle charging solutions
- Providing alternative charging solutions for customers
- Implement an investment programme at partner service level to increase capacity in the field of electric vehicles

### Costs of managing risks or opportunities

One of the responses that addresses several climate risks, but also contributes to meeting the Net Zero scenarios, is to renew the vehicle fleet. This response is also aligned with our strategic objectives, and in the 2022 reporting year we took an important step in this direction. Thus, we have accessed funding from the European Investment Bank (EIB) for a €15 million grant that allows us to implement this method of addressing climate risks.

To model the costs resulting from the identified climate risks and opportunities, we used international price forecasting databases based on geographically adapted climate scenarios.

The financial impacts of fuel price increases and electricity price increases were analysed in terms of direct impacts (direct costs to Autonom) and indirect impacts (costs to Autonom customers using the fleet through the company's services, to provide insight into the attractiveness of the vehicles to customers).

For more information on the climate risk assessment, you can access the full document [here](#).

### 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 business 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 which may change the actual results, financial conditions, performance and achievements of the issuer in the future and lead to a fall in the Company's share price. Investors should also undertake the necessary due diligence 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;
- Major contract renewal rate of over 95% in the last seven years;
- The management of the customer financing decision making process and the monitoring of customer payment behaviour is carried out by the Finance and Risk Department;
- Autonom Services received assistance from the EBRD in 2017 to refine its commercial risk policy;
- Scoring methodology for risk categorisation, according to which the financing conditions and the required guarantees are determined;
- Customers are classified into four categories: very low risk (blue-chip), regular low risk, regular medium risk, high risk (non-financial);
- 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 check, 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 shall ensure 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 ~ 5 vehicles, top 10 customers less than 30% of total operational leasing and rent-a-car turnover);
- Within a maximum of 2 months after the payment of the due lease instalment, the Group will repossess the vehicles;
- The group decides whether to sell or use vehicles returned early from operating leases as part of 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.

# 1.2. Data Security

Data security and cyber protection is important to us. We apply the right solutions so that we can continue to ensure the security of all the customer data we manage.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Data Security	The effects of improper data security management can result in the loss or theft of personal or commercial data. This impacts the company through financial losses due to sanctions from authorities as well as damage to brand image. The positive side of managing these risks will be found in the automation of internal processes and therefore improved customer relations.	The impact that the theft of personal data can have will be felt by our customers and employees. Potential vulnerabilities to cyber-attacks can also harm our customers through potential financial losses.	Environmental data management is essential for the company. Losing them can lead to compliance problems on environmental issues but in the chain can lead to poor monitoring of our subcontractors on environmental issues.



## Managing the impact

Autonom has a Data Protection Policy which is available to all interested parties. It includes relevant information on the sensitive or other types of data that the organisation protects and the related control and monitoring processes.

### Data security

Our decision to offer high-level services to our customers implies a strong awareness for data security. We are putting the right solutions in place to ensure the continued security of all the customer data we manage. The scope of our business involves the use of a wide range of equipment, machinery and technology facilities and we implement

dedicated systems to ensure a degree of protection against cyber-attacks, such as firewalls, antivirus and protection software.

Autonom has implemented and maintains appropriate organisational and technical policies and procedures to protect the confidentiality of data against unauthorised access and against unlawful processing or disclosure, as well as accidental loss, alteration or destruction. Technical and organisational measures for data protection are part of corporate information security management and are continuously adapted to technical developments and organisational changes. In 2022, 53 employees were trained through cybersecurity courses.

In 2022 we had no personal data leakage incidents or complaints, no security breaches or malware contamination.

Some of the current operational processes are digitised and this trend will continue.

## GDPR Compliance

At the organisational level, we comply with the European requirements on the protection of personal data (GDPR). Autonom is committed to strictly respecting the confidentiality

of the data of its customers or users of its communication channels and undertakes not to transmit this data to third parties.



## Effectiveness of actions taken

At Autonom there were no complaints in 2022 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. No substantiated complaints were identified in this regard at the data and complaints monitoring level.

The personal data processing policy is public and can be consulted by accessing the following [link](#).





# 1.3. Business Ethics and Transparency

We identify this aspect of materiality as the foundation of our company. We are clearly committed to upholding and promoting all our motivations for our business: strong ethics, transparency and full integrity.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Business Ethics and Transparency	How business practices are perceived by the public influences the company's reputation and therefore affects the relationship with our investors, employees and customers. The moral principles and values that underpin our business govern the behaviour of our management and our employees, and are designed to mitigate reputational and compliance risks through transparent and honest decision-making.	Business ethics can have a powerful impact on communities and society at large. We aim to develop a responsible business model based on respect for human rights and by developing fair business practices. In this way, we can generate a positive social impact, responding to the needs of our customers, employees and the communities we are part of.	By ethical business conduct we also mean managing the environmental impact of our activities. Through the national and global initiatives to which we subscribe, we transparently monitor and report on the potential and actual impacts that our activities may have on the environment. Failure to meet these commitments defined through environmental policies would jeopardise our progress in mitigating the company's environmental impact.



## Managing the impact

Internal policies and procedures have been developed to ensure strict compliance with current national and international legislative regulations and at the same time to adopt the highest standards of environmentally and socially responsible practices. Implementation in the right way is a major priority for our company, i.e., we pay great attention to compliance with all aspects contained in our code of business conduct and in the policies developed by the corporation, as well as transparency in terms of diversity.

We have embedded sustainability in all our structures and have implemented a set of values and principles to guide our work:

- **Honesty and integrity** are fundamental to the evolution of the company and we implement both a concern for legal compliance and a responsibility for ethical behaviour and integrity in all the actions we take.

- **We are adaptable, flexible and fair** in the interactions we have, take ownership of the actions and decisions we make and do what is necessary to help our clients.
- **Anti-corruption and anti-bribery practice**, whereby all relationships with our partners are based on honesty and ethics, fairness, respect for human rights, transparency and compliance with applicable laws and regulations. Thus, we prohibit and condemn any form of corruption, bribery or extortion, and are careful about conflicts of interest or personal interests in business operations

To this end, we have developed related policies and a set of procedures to implement them. Communicating these internally and externally is how we prevent non-compliance, and we have several documents to help us implement them:

1. Code of Conduct
2. Collective labour agreement
3. Rules of procedure
4. Specific policies such as Quality – Environmental Protection – Occupational Health and Safety, Remuneration Policy, Dividend Policy, Procurement Policy, Whistle-blower Policy and Policy against Modern Slavery and Human Trafficking.

The whistle-blower policy sets out how Autonom Services S.A. supports employees and any interested party to make known reported misconduct impacting the company, to be able to safely voice their concerns, to know who to contact, how to report and what rights they have, and what safeguards are in place if they make such a report.

Our policies have been developed with the consensus and involvement of several internal stakeholders and have been approved by management after thorough vetting. They are communicated internally and externally through various methods and business media and can be consulted in the dedicated section of the website: [Autonom Policies](#).

We integrate our commitments in the Autonom Policies by developing internal operational control processes and support. Whether assimilated into processes within the integrated quality, environmental, health and occupational safety management system, these are operationalised

and supported by cross-functional mechanisms launched by several departments. Specific commitments related to human resources are supported by departmental leaders, while those involving commitments on activities with external stakeholders come mainly from management and business departments, but also from support departments such as, for example, marketing and communication, sustainability, finance or operations.

Leaders in each department have day-to-day concerns to coordinate activities and support their staff to create responsible business practices so that the organisation does not suffer.

Where there are breaches of policy commitments there are internal mechanisms through which these are addressed and resolved. Whether they come as internal or external complaints they are subject to specific internal analysis and resolution, in which management is actively involved.

## Business ethics and transparency

We identify this aspect of materiality as the foundation of our company. We are clearly committed to upholding and promoting all our motivations for our business: strong ethics, transparency and integrity.

We have sought to develop a sustainable business model being fully aware that only through an ethical approach to business, respecting all human rights and developing responsible business practices, can we be close to and respond to the needs of our customers, employees and the communities we are part of.

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

The company is committed to conducting its business in compliance with local and international laws and regulations, in accordance with the standards and guidelines of major international bodies such as the United Nations (UN). The issues addressed include honesty, transparency, integrity and professionalism in business dealings, as well as approaches to human rights, working conditions, social and environmental issues, anti-corruption and competition law.

## UN Global Compact Initiative

Autonom has joined the United Nations Global Compact, the world's largest corporate sustainability initiative. The company is committed to supporting the initiative's Ten Principles on human rights, the environment, good

governance and anti-corruption, as well as contributing to the achievement of the 17 Sustainable Development Goals included by the United Nations in the 2030 Agenda for Sustainable Development.



### Human rights

P1: Businesses should support and respect the protection of internationally proclaimed human rights; and

P2: make sure that they are not complicit in human rights abuses.



### Labour

P3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

P4: the elimination of all forms of forced and compulsory labour;

P5: the effective abolition of child labour; and

P6: the elimination of discrimination in respect of employment and occupation.



### Environment

P7: Businesses should support a precautionary approach to environmental challenges;

P8: undertake initiatives to promote greater environmental responsibility; and

P9: encourage the development and diffusion of environmentally friendly technologies.



### Anti-corruption

P10: Businesses should work against corruption in all its forms, including extortion and bribery.

### Commitment to the Environment Initiative (Initiativa Angajament pentru mediu)

In June 2022, Autonom joined the Commitment to the Environment initiative, developed by eMAG, Conservation Carpathia Foundation and GreenTech, whereby organisations commit to reducing their carbon footprint and taking specific actions to do so. More details can be found [here](#).

## We support the 17 Global Sustainable Development Goals

The Sustainable Development Goals (SDGs) were adopted by the United Nations to address the major challenges facing humanity worldwide. Over the years, we have focused our community investment on five priority areas: education,

environment, sport, culture and business education. The key areas where the company has a major impact are associated with 8 of our 17 goals: clean and affordable energy, industry, innovation and infrastructure, sustainable cities and communities, climate action, earth life, quality education, jobs and economic growth and partnerships.

### 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 around 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.



### Quality – environmental protection – occupational health and safety policy

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

- The quality of the services offered to our customers, to ensure their trust and satisfaction,
- The individual, who has the right to a healthy life in an appropriate environment and

- The environment and its natural resources, which must be protected and used as efficiently as possible.

Thus, to support our commitment to customers, employees and the environment, the organisation implemented an integrated quality-environment-occupational health and safety policy in 2021, which attests to the compliance of the management system 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 organisation. Action plan set for 2022:

- Training of specialised QMS staff;
- Development and submission of customer satisfaction evaluation questionnaires;

- Provision of qualified personnel for SSM;
- Improved 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 behaviour. We organise internally a Preventive Driving Course, voluntary for all employees, but mandatory for those who have been involved in a road accident and it is their responsibility to take it on an annual basis.

## 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, in all 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 regard, 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 behaviour we expect from all our employees is part of the Internal Rules of Autonomy and the policy recently defined for this purpose (the policy can be consulted in full by visiting the following [link](#)).

In 2022, there were no confirmed incidents involving company employees, incidents leading to the termination of working relationships with business partners or legal action against the company.

## Antitrust and Competition

Autonom respects the principles and rules of free and fair competition and complies with competition law, without excluding any anti-competitive behaviour and abuse of dominant market position. We support fair competition and the company does not tolerate in any way violations of the law by its employees or business partners. All business relationships we develop are conducted

in compliance with applicable antitrust and competition laws and we choose our contract partners based on quality, price and the fit of their services with our needs.

In 2022, no legal actions were registered that had any incident of infringement of competition law.

## Procurement Policy

Autonom makes every effort to ensure a safe and healthy working environment for all employees and we also encourage suppliers to take all reasonable steps to enforce health and safety policies. We have also included the assessment of supplier performance through the lens of environmental and social impact.

We are also careful about the relationships we develop with suppliers and follow principles of:

- Health and safety
- Labour and Human Rights
- Antitrust and Competition
- Anti-corruption and bribery
- Data Protection

It can be viewed in full at the following [link](#).

## Whistle-blower Policy

Autonom is committed to the highest standards of transparency, ethics, probity and accountability, which are true company values. A key aspect of ensuring these values is a mechanism for staff, i.e. company employees, to voice their concerns about reported misconduct in the working environment, which has already occurred or is likely to occur, in a responsible and effective manner. To this end, a policy has been developed that sets out how reporting any misconduct impacting on the company is supported, how concerns can be expressed safely, how to report and the rights of reporters, and what safeguards are in place in the event of a report.

The principles governing the protection of reporting of breaches are legality, accountability, impartiality, good administration and balance.

In order to provide an effective reporting tool, an online reporting channel will be available from 2023 onwards, accessible to anyone interested by accessing the following [link](#). This reporting channel is designed, set up and managed in a secure manner so as to protect the confidentiality of the identity of the reporting person and any third party named in the report, as well as the data subject, and to prevent access by unauthorised members of staff.

## Dividend Policy

Autonom has a Dividend Policy which regulates the method of distribution of dividends to Shareholders and the principles on which payment to Shareholders is based. The Company is committed to comply with the Corporate Governance Principles applicable

to issuers whose securities are traded on the Multilateral Trading System operated by the Bucharest Stock Exchange as system operator.

It can be found in full at the following [link](#).

## Remuneration policy

The policy's main aims and objectives are to respect the principle of fairness and transparency in relation to the guidelines for the remuneration of the persons responsible for the management of the company and contribute to the business strategy of Autonom Services, as well as to the sustainability and long-term interests.

Remuneration reflects the application of the principle of proportionality, so that its amount is related to the size, nature, internal organisation, scope and complexity of the activities carried out. The policy aims to regulate a transparent and objective way of evaluating and remunerating the members of the Board of Directors and the General Manager of the Company in a manner that ensures competitiveness in the market and gives investors the opportunity to have access to information about the internal management structure.

Full details of the remuneration policy can be found in the dedicated section of the [website](#).



## Effectiveness of actions taken

Specific trainings or briefings on good business policies and practices are regularly carried out at Autonom level. Some examples of training activities offered internally or externally by various collaborators that employees have done are Seminar on prevention and fight against money laundering, Seminar on taxation, professional ethics, fiscal control and OSH/EMS (Occupational Safety and Health/Emergency Situations) training.

# 1.4. Economic Performance

Meeting our strategic goals and objectives leads to business growth and development and contributes to the local economy (through payroll and tax payments, etc.) and supports green economic development by providing sustainable mobility solutions in local communities and business segments.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Economic Performance	Uncertainties in the volatile business environment in which we operate can adversely affect our progress. The economic performance of the business depends on long-term strategic planning and the organisational culture we have created. This enables us to meet challenges and maintain organic growth for our stakeholders.	Our company's sustained economic growth contributes to the local economy through the timely payment of wages, taxes and fees, and leads to a higher quality of life for our employees and associates. Our economic performance is also closely linked to our ability to invest in various local projects, contributing to a positive impact in the communities where we operate.	The initiatives associated with our strategic environmental objectives are translated into investments that over time will be reflected in increased economic performance by reducing consumption costs and attracting new customers oriented towards sustainable mobility solutions.



## Managing the impact

It was an excellent year for Autonom, the 16th consecutive year of growth and corresponds to a compound average annual growth rate (CAGR) of ~51%. We managed to increase revenues by 64%: from 394 million lei (~130 million EUR) and net profit from 22.5 million lei to 57.8 million lei, 20% is from the acquisition of Premium Leasing and 80% is organic growth. As a result of the merger registered on 1 May 2022, the assets taken over from Premium Leasing contributed to Autonom Services' total revenues for 8 months.

Financial results for the financial year 2022:

- Total operating lease income: 294 million lei (+58% compared to 2021)
- Total rent-a-car revenue: 105 million lei (+52% compared to 2021)
- Total revenue from sales of used cars: 121 million lei (+54% compared to 2021)
- Net profit for the period: 58 million lei (+157% compared to 2021)

Operating expenses increased by 60%, mainly due to the increase in fleet expenses, which increased by an average of 3,324 units, administrative expenses

and salary expenses. Autonom's operating expenses increased by 61% in 2022 compared to the same period in 2021, driven mainly by a 38.37% increase in the average number of vehicles managed.

Autonom's total assets increased by 52% from 31.12.2021 to 31.12.2022, with a value of RON 1,394 million. The most significant increases were recorded among vehicle fleet, intangible assets, inventories, trade receivables and prepaid expenses.

Cash reserves decreased by 20%, due to investments related to the amounts raised through the bond issue at the end of 2021. Long-term liabilities increased by 41% and current liabilities increased by 108%. In terms of dynamics, the amount of Autonom Services' financial debts as of 31 December 2022 was RON 1,106 million, compared to RON 728 million at the end of last year and up by 52%, in line with the growth dynamics of the car fleet. Equity increased by 45% and reinvested profit was 16 million lei.

As regards the method of financing the fleet through debt instruments, as of 31 December 2022, Autonom has chosen a balance between short and long-term financial debts as follows: corporate bonds (30%), financial leasing (39%) and bank credit (31%). Another important source of financing is equity, which has increased to an amount of 187 million lei from 129 million lei. To ensure a sustainable growth of the business Autonom decided not to pay dividends.





Another important aspect is meeting the financial indicators agreed with investors. The challenge in 2022 was the integration of Premium Leasing, which represented the incorporation on the results side of 8 months of EBITDA, provided the loans were fully recognised.

The EBITDA indicator level recorded a value of 3.42, up 7.54% compared to the previous period.

## 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 full compliance with legal requirements are our commitment to the authorities and the communities in which we operate.**

In 2022, Autonom Services contributed to the state budget with 18.4 million lei related to the salary fund, 3 million lei related to local taxes and 3 million lei related to tolls and road taxes. As of 1 January 2022, Autonom has entered the "Large taxpayers" category.

Staff costs of 45.5 million lei accounted for 8% of total expenditure in 2022, up 36% on the previous year, driven by a 28% increase in staff and by salary increases. With business growth the natural expectation is that the percentage of salary costs will decrease as revenues increase. Given the importance we place on human resources we have chosen to increase the cost share of salaries as the business grows.

**The 2022 financial results are the consequence of Autonom's robust business model, built to withstand external shocks, the experience of our management team with a long-term vision and our organisational culture based on whole team involvement, continuous learning, personal development and autonomy. Since the company's inception, the business has been run and developed in a volatile environment characterised by uncertainty and frequent changes of direction from the political, economic or social sphere.**

We are committed to complying with tax laws and have an open and constructive relationship with the tax authorities. In 2012, to further ensure compliance with the regulations in force, we decided to start auditing the financial statements with one of the reputable companies in the field, a practice continued annually up to date.

Autonom does not engage in aggressive tax avoidance practices, preferring not to create artificial structures to reduce taxes paid, nor does it engage in transactions without economic substance to gain tax advantages. We conduct transactions between Autonom Group companies on an arm's length basis and in accordance with the OECD principles currently applicable.

We conduct ongoing risk analysis, analyse how financial trends might impact the company and then develop tailored strategies. We analyse and report risks twice a year as part of the audit, with the Audit Committee responsible for communicating the findings to management.

The main financial data for 2022 are shown in the table below.



## Effectiveness of actions taken

	2021	2022	2022 vs 2021
<b>Operating profit</b>	<b>50,872,999</b>	<b>95,580,968</b>	<b>+88%</b>
Finance costs	-25,108,036	-35,438,580	+41%
Finance income	1,665,616	2,714,656	+63%
Other income		2,759,024	
<b>Profit before tax</b>	<b>27,430,580</b>	<b>65,616,068</b>	<b>+139%</b>
Income tax expense	-4,941,208	-7,823,924	+58%
<b>Profit for the period</b>	<b>22,489,372</b>	<b>57,792,144</b>	<b>+157%</b>

For further details on the economic performance and the detailed structure related to the analysis of the financial results, please refer to the Directors' Report 2022 at the following [link](#).



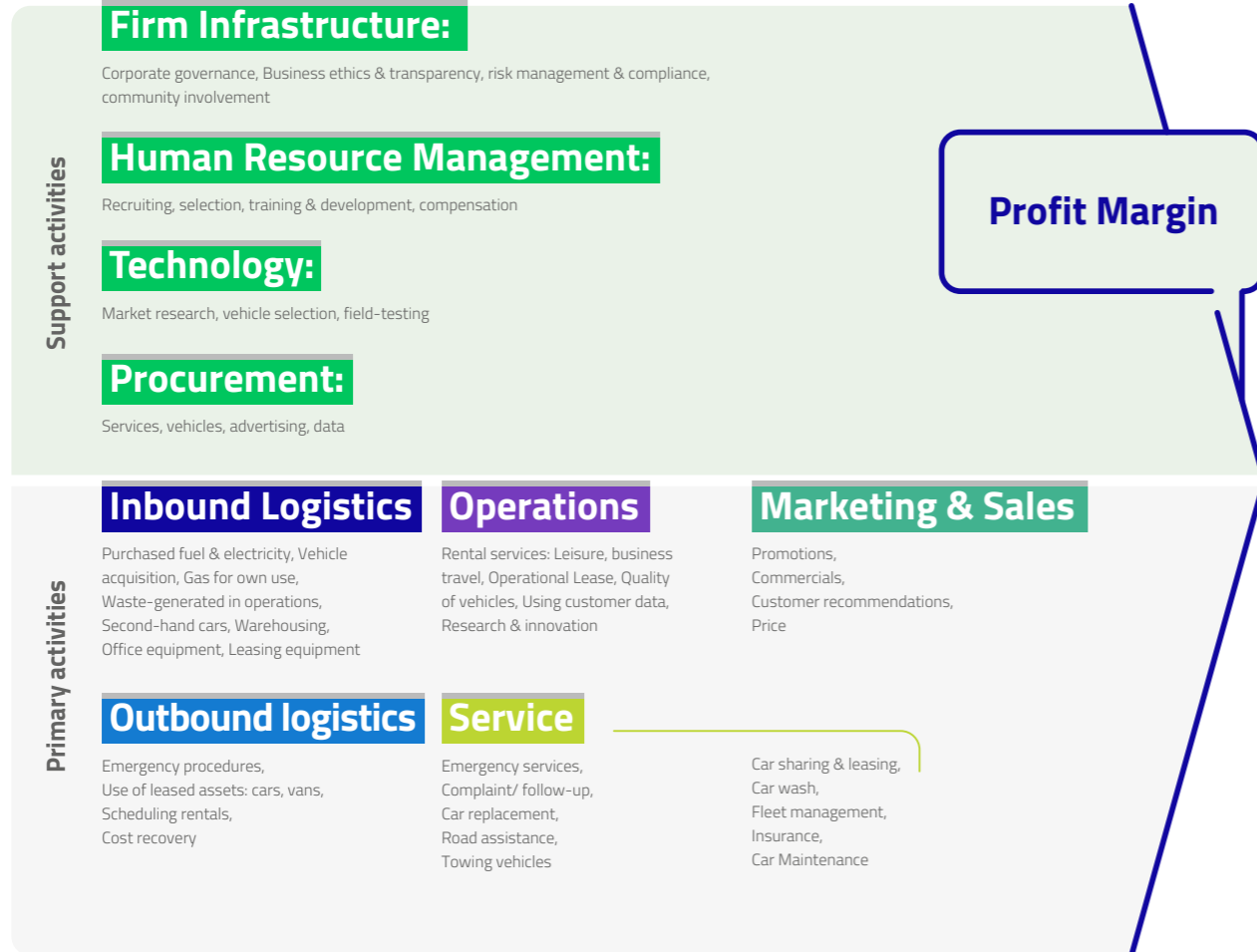
# 1.5. Value chain

Our business model is based on intense collaboration across the value chain with different stakeholders. That's why we constantly assess the value chain and try to identify any new needs that we can make a positive contribution to. Our needs are intertwined with the needs and expectations of other stakeholders and we are constantly trying to create a strong and lasting 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 to be competitive in the markets in which we operate, but also to mitigate the negative impact created or to create a positive impact.

We use it to identify the main categories of stakeholders and material topics that impact our stakeholders and our company's performance. The elements help us to apply continuous improvement practices to our services bringing innovation and new ways of working with all stakeholders.

## Autonom – Value chain



# 1.6. Our involvement and relationship with stakeholders

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

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

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

- Groups/people/organisations interacting with the organisation;
- Groups / individuals / organisations that have authority over the organisation;
- Groups/people/organisations that are influenced by the organisation.

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

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

We have submitted to a new analysis the stakeholder groups for consideration as part of the materiality process in the first part of 2023. We also identified and assessed risks and opportunities in 2022, considering both value chain analysis and stakeholder needs and expectations analysis.

Considering the specific stakeholder needs identified through the 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 stakeholder groups	Type of stakeholders	Level of interest in the organisation (Low, medium, high)	Level of power/ influence (Low, Medium, High)	Type of interaction desired
Employees working in our agencies or in support functions	Internal	High	High	Intense dialogues, process of involvement with specific actions
Management	Internal	High	High	Intense dialogues, process of involvement with specific actions
Shareholders	Internal	High	High	Intense dialogues, process of involvement with specific actions
Customers	External	High	High	Intense dialogues, process of involvement with specific actions
Services/direct materials/ utilities/other providers	External	High	High	Intense dialogues, process of involvement with specific actions
Investor/Analyst/Bank Representative/Rating Company	External	High	High	Intense dialogues, process of involvement with specific actions



Main stakeholder groups	Type of stakeholders	Level of interest in the organisation (Low, medium, high)	Level of power/influence (Low, Medium, High)	Type of interaction desired
Universities/Schools/Kindergartens	External	Medium	Medium	Information, communication and meeting expectations
International/local NGOs/Professional associations	External	Medium	Medium	Information, communication and meeting expectations
Press/mass-media/bloggers-social media	External	Medium	Medium	Information, communication and meeting expectations
Public authorities	External	Medium	Low	Information
Neighbours/owners of the space rented by the company	External	Medium	Low	Information
Competitors	External	Medium	Low	Information
Potential employees	External	Medium	Low	Information

Specifically at the 2022 level, we conducted the following engagement and dialogue activities that helped us implement market opportunities and mitigate some risks that would have impacted our business and strategic objectives. We seek to build close relationships with our stakeholders and seek to ensure a balance between our operations and their expectations.

### Involvement of external stakeholders

- **Meetings and working visits** with various external institutional partners such as the EBRD and the EIB. With the European Investment Bank, we have developed a dialogue on the possibility of obtaining financing to accelerate our transition to a greener fleet, resulting in the €15 million green loan obtained in autumn 2022. We also received a visit from EBRD representatives to strengthen the relationship and monitor the achievement of the agreed objectives.
- **Business meetings and dialogue for long-term collaboration.** We continued our meetings with car manufacturers. In 2022 the management of the organisation had meetings with representatives of Tesla company to establish the parameters of the contract for new car purchase.
- **Promote the transition to green mobility directly to customers.** Initiated and conducted various meetings and presentations with customers about the transition to lower emission fleets.
- **Consultations and working groups** in various associations and initiatives, local business clubs.
- **Customer satisfaction assessment,** by collecting direct feedback and monitoring the NPS score of the main services offered.
- **Community-related projects** with direct employee involvement.
- **Business Elite** – events dedicated to local business communities.
- **Social media communication channels.** We respond to all questions that are raised on these channels by communicating effectively through various means and clarify key issues raised by clients or other stakeholders.
- **Online questionnaires and assessments** on the importance and relevance of material sustainability issues from an external perspective.

### Involvement of internal stakeholders

1. **Internal initiatives** of employee and management engagement in the form of projects, training and workshops.
2. **Internal feedback** collection after 3 months employment period and upon departure from the organisation.
3. **Online questionnaires and assessments** on the importance and relevance of material sustainability issues from an internal employee perspective.

Throughout the consultations launched to analyse the relevant material issues from internal and external perspectives and to shape the information related to the specific chapter of the Sustainability Report, we received several suggestions and recommendations from our stakeholders. Some of these were considered relevant and are in view of the Strategic Sustainability Committee, others are already included in various internal or external initiatives that we will pursue.

To have a more structured overview, we have categorised them under the three ESG pillars (Environment, Social, Governance) but we have not forgotten to take into account the encouragement received from respondents.

### Environment

- Reducing CO<sub>2</sub> emissions
- Creating green spaces at Autonom agencies and Involvement in the local community for ecology
- Complete removal of combustion engine vehicles, replacing the fleet with electric cars
- Transitioning to zero emission cars as quickly as possible and developing their own charging network (e.g. electric charging stations, hydrogen fuelling stations)
- Creating or participating in mobility infrastructure development programmes and sustainable micro-mobility in urban areas
- Implementation of an Environmental Education programme in the Autonom Agencies in the country (energy reduction, office waste management)
- Less car use, encourage cycling and walking
- Supply chain partner education and customers about the importance of reducing CO<sub>2</sub> emissions
- Quality product offer for environmental protection and care for the most efficient use of natural resources
- Involvement in major reforestation programmes. Achieving climate neutrality by buying carbon certificates and/or planting as many trees as possible
- Planning and managing the recycling of used parts and used batteries of electrical machines after their replacement
- Green energy production

### Social

- Engagement of all Autonom agencies in the local community for education
- Implementation and support of educational projects in schools to make students aware of their responsibility to protect the environment and the impact of human activities on the environment and on the quality of life.
- Social responsibility for children on the autism spectrum, valuing gifted children – long-term attention and support!
- Organisation and involvement in sports events
- Involvement in preserving traditions
- Increase constructive community impact through proactive collaboration with partners and competing organisations
- Possible employee success stories with relevance to those still in school, work visits/job shadowing for students/high school.
- Investment in local community projects

**Governance – Economic**

- Digitising processes
- Initiatives to increase transparency related to internal culture and processes
- Special financing offers for electric cars and hybrid cars
- Electric car sales campaigns to Operational Leasing customers
- Maintaining and encouraging teamwork with responsibility and professionalism, promptness and maintaining social and communication relations at the highest level
- Increasing the quality of services offered, advising customers, communicating transparently with them
- Increasing the efficiency of small claims settlement
- Providing resources for individual professional development of employees, resources to ensure business continuity in economic conditions affected by crises
- Developing agencies in other cities
- Educating/informing and engaging employees in various programmes/contests that encourage activities aimed at protecting the environment in the long term
- Increased community involvement, employee and customer satisfaction
- Increasing market visibility.

**Motivational**

- All speed ahead!
- You are PROFI.
- Currently all Autonom approaches are Superlative!
- Congratulations on consistent and relevant engagement in important areas.
- I strongly encourage you to keep your business approach focused on the task of your customers. Good luck!
- Congratulations for the activities carried out and we hope to join you in educating the little ones for a clean and healthy environment. I wish you a year full of achievements!
- The team looking after us is perfect as it is!
- Keep up the good work! :)

An analysis of the recommendations received in the previous year following the stakeholder consultation process shows that most of the proposals have been successfully implemented. Their summary can be found in the table on the next page.



Recommendations 2021 (summary)	Remarks / Processing	Status 2022
<b>Environment pillar</b>		
Purchase of hybrid and electric cars for the rental fleet/Electrification of the rental fleet	It is part of the substitution programme under the Sustainability Strategy. We have obtained a green loan from the European Investment Bank of €15 million specifically for this purpose. The first of the 200 Tesla cars ordered arrived in the first quarter of 2023.	Achieved and will continue
Display of the pollution rate of each vehicle in the rental processes	It is in the plan considered by the operational team, both for the rental and long-term fleet.	Implemented, to be launched in 2023
Separate collection initiatives in agencies	We signed a national contract with a well-known partner in the field. The amount of selectively collected waste has increased significantly compared to the previous year.	Achieved and will continue
Reducing paper consumption by digitising processes	We have a project already launched and are continuing the digitisation of internal processes	Achieved and will continue
Promoting the concept of ridesharing and its benefits for both the community and the environment	Implemented, through customers with this business and the launch of a corporate car sharing solution for companies.	Achieved and will continue
<b>People and community pillar</b>		
Facilitating access for people with disabilities to purchase/use vehicles	We have had requests; we will create internally a simple process to facilitate faster access for stakeholder requests	We analyse the technical solution
Employing people with disabilities	A guide is being prepared and is planned to be launched in 2023	Work in process
Involving and supporting planting and greening activities	We are involved and will continue to be	Achieved and will continue
Sports fundraising events to support various foundations, tree planting, waste collection, etc.	We are already running projects in these areas, we will make them more visible and better structured internally.	Achieved and will continue
LGBT awareness campaign	Will be addressed in the Human Rights Policy	Draft
Financing courses/training in health education in various social centres and campaigns to support the health system	We will analyse such a project for potential launch in the community	Made through the Autonom Foundation and we will continue
Professionalisation and personal development projects for rural teachers	We have developed and will further develop mentoring programmes for teachers (e.g. Teach for Romania)	Achieved and will continue
Promote volunteer activities and those with an impact on the local community, so that other collaborators, neighbours, or clients can help and contribute to the success of the proposed project.	We will increase the visibility for these, we are already addressing them internally, we have extended the invitation for involvement to external stakeholders as well.	Achieved and will continue
<b>Sustainable business and governance pillar</b>		
Long-term approach to green investment projects, green financing, green bonds	It is part of the development of the Sustainability Strategy launched in 2021. We are currently prospecting the market for green opportunities.	Achieved and will continue
Customer safety	We are internally developing preventive driving courses, which we have also extended to partners. We will continue. It's important for us, but also for our customers	Achieved and will continue



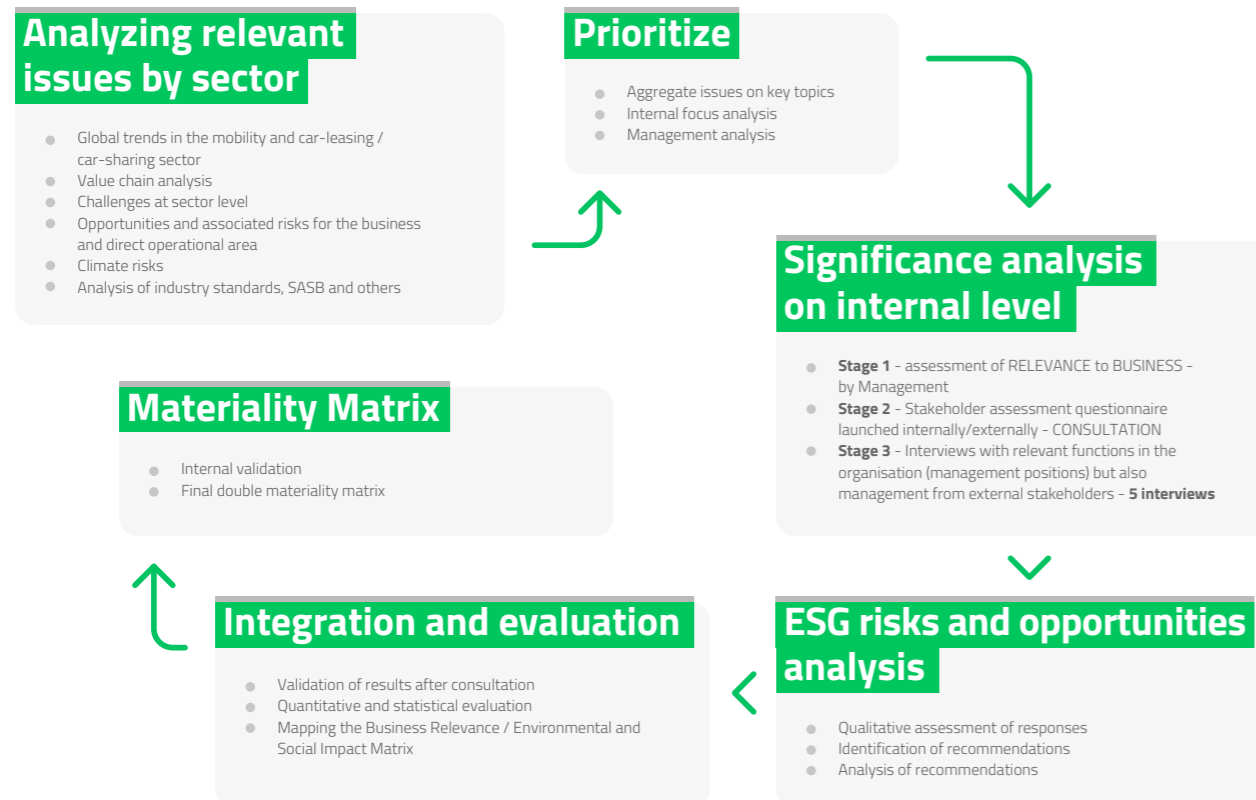
# 1.7. Materiality analysis

Considering the internal sustainability management structure, the responsibility for the sustainability reporting and transparency in qualitative and quantitative data is coordinated each year by the Sustainability Director. After the integration of data and development of the sustainability report, the CEO (the highest governance body) approves the final form of the report, after verification and review of its alignment with the sustainability strategy.

Since 2021 when we developed the Sustainability Strategy for Autonom we have focused on identifying and analysing material topics relevant to our work. We carry out this analysis year after year by carefully analysing our activities and the added value in our value chain considering a careful analysis on risks and opportunities. 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 topics at each stage in the chain. We reflected on the impact our business has on the environment and society but also what could

be the influences coming from outside that could affect our business financially from a business relevance perspective. It was very important to identify those topics on which we focus our processes in the sustainability management system but also the operational strategy for effective control and monitoring of operational indicators through specific processes to prevent negative impacts.

For the first time we are doing an exercise in double materiality analysis. For this process the consultation part of the internal and external stakeholder consultation is a defining part in the development of the materiality matrix both from the internal perspective of management's position on key issues and from the perspective and view of other internal and external stakeholders. Also, in order to apply the perspective of the impact of the external environment on the business we conducted interviews with internal management but also with external managers of the organisation (from the customer group).



With the annual review of the list of material topics, for the 2022 activities, synergistic issues were identified from an operational perspective with potential impact that we wanted to aggregate so we defined the new topic "Resource Management" where we agreed to address the energy and fuel issues used for the company's own fleet. We also renamed last year's topic "Waste & Hazardous

Materials Management" to "Waste & Hazardous Materials". We have introduced for this year's analysis, evaluation and presentation a new but relevant material topic for our business, namely "Economic Performance".

The material themes relevant to the company are:

### Sustainable business and governance

Corporate Governance and Compliance	The conduct of our business is based on the principles of integrity, transparency and respect for society and the environment, with a systematic approach to risk management and compliance.
Economic Performance	Achieving our strategic goals and objectives leads to business growth and development and contributes to the local economy (by paying salaries and taxes etc.). We support green economic development by providing sustainable mobility solutions in local communities and business segments.
Supply Chain Management	Through partnerships, we promote Autonom values in our social and business interactions, including in the value chain. We develop customised services together.
Business Ethics and Transparency	We identify this aspect of materiality as fundamental to our company. We are committed to respecting and promoting fair and honest business practices. We have zero tolerance for bribery and corruption, wherever and in whatever form it may occur.
Data Security	Data security and cyber protection is important to us. We apply the right solutions so that we can continue to ensure the security of all the customer data we manage.
Customer Satisfaction, Sales and Market Practice	We see fair practices as the only tools that can help us show respect for the development of the market and its demands. We also respect our competitors and focus primarily on the needs of the market.

### Environment

GHG Emissions and Climate Impact	Global warming due to GHG (greenhouse gas) emissions from human activities is a challenge for mankind. We are committed to contributing to mitigation through a transition to sustainable mobility that is in line with our customers' requirements.
Resource management	Proper management of energy, fuel and other resources involved in the daily routine of our operations can lead to environmental, social and economic benefits.
Waste and hazardous materials	The results of our work can generate some significant negative environmental and economic impacts. We strive to manage waste properly by maintaining appropriate recycling actions.

### People and community

Community Involvement	Our employees are an active part of their communities and are constantly involved in education, social and sports projects. Our responsibility to be involved in the community, around education, has materialised in particular through the projects run by the Autonom Foundation.
Employee Health and Safety	The needs of our employees, who play a vital role in the success of our business, are met with the equipment, devices and instructions needed to ensure a safe workplace.
Employee Well-being and Development	Attracting and retaining talented people is achieved by providing a friendly and safe working environment where a positive attitude is key to the well-being of our employees. We emphasise personal development as a daily practice and focus on this in our half-yearly appraisals.
Quality of Education	Projects to promote learning and reading in our communities and to our partners help raise awareness of more sustainable behaviour and climate action.
Diversity, Equality & Human Rights	We encourage diversity and do not tolerate any hostile behaviour in this regard. We treat this subject with the utmost care and ensure that human rights are always respected in our company and in other external contexts. We value gender equality and have a strong position on women in leadership positions.
Working Conditions	We want to provide the best solutions about ensuring proper working conditions for our employees. We customize and equip all our work areas with the materials necessary for our field of business.

The materiality analysis methodology followed the concept of double materiality, the quantitative assessment of Autonom material issues considering:

- relevance to the business – outside-in perspective
- social and environmental impact of the organisation in the community – inside-out perspective

Each material topic (of the 15 material topics) has an economic impact on the company (business relevance dimension) and an impact on the environment and society (community impact dimension), and explanations of the different types of impacts on economic, social and environmental factors are provided in this report for each material topic in separate chapters.

The concept of double materiality was integrated into the stakeholder consultation process, for which we used three stakeholder engagement methods:

Stakeholder consultation method	Outcome/purpose
Online questionnaire launched internally/externally	Quantify the impact of the organisation on the community for each material aspect identified (inside-out perspective) <b>391 replies</b>
One-to-one interviews with internal/external management functions	Quantify the relevance to the business of each material aspect (outside-in perspective) <b>5 interviews</b>

To conclude the report and focus our efforts to be transparent and responsive to our stakeholders' recommendations in January – February 2023 we launched the questionnaire to all our stakeholders and in March 2023 we conducted five interviews with people from Autonom's management and one interview with the manager of a company from our customer stakeholder group. The questionnaire consultation was conducted with stakeholders from Romania and other countries. The interviews were conducted by our consultants to create impartiality on the facilitation but also to be able to capture very well the aspects with great influence on the business, namely opportunities and risks.

stakeholders (employees) but this is explained by the fact that their number is much higher. The large number of responses from employees is good for us because they have contributed to our important journey in sustainability performance reporting and definition of important new actions. We are also grateful that people from all key Autonom stakeholder groups responded to our survey requests.

The final quantification and evaluation of the results and the definition of the double materiality matrix considered certain limitations according to the stakeholder mapping results.

A total of 391 responses were aggregated and evaluated. The split of responses is balanced INTERN/EXTERNAL. It can be seen that a large proportion of respondents are internal

Recommendations from our stakeholders throughout the survey are highlighted in the chapter "Our engagement and relationship with stakeholders".

Group/stakeholder category	Stakeholder groups	Response split, %
INTERNAL	Management	6.65%
INTERNAL	Agency employee/support function (Self-employed)	43.99%

Group/stakeholder category	Stakeholder groups	Response split, %
EXTERNAL	Public Authority/House	0.26%
EXTERNAL	Customer	34.53%
EXTERNAL	Service provider/direct materials/utilities/other	6.65%
EXTERNAL	Investor/Analyst/Bank Representative/Rating Company	1.02%
EXTERNAL	Media (press/social media)	0.51%
EXTERNAL	International/Local NGO/Professional Association	1.79%
EXTERNAL	Neighbours/Owner space rented by the company	0.51%
EXTERNAL	University/School/Kindergarten	2.81%
EXTERNAL	Another category	1.28%

**50.64%**  
internal IP<sup>1</sup> responses

**49.36%**  
external IP responses

<sup>1</sup> IP - interested part





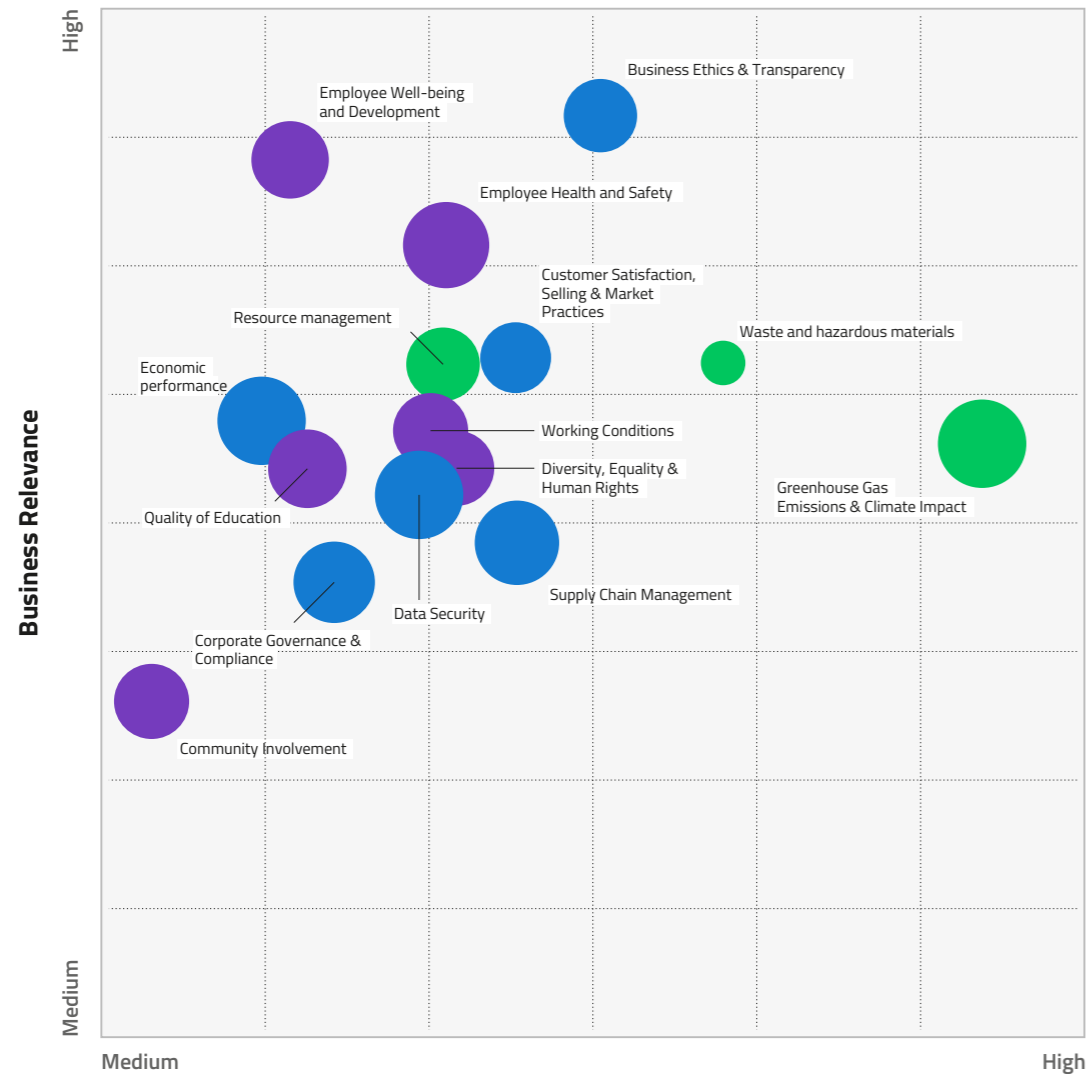
## Materiality Matrix

The results of the consultation process through questionnaires and interviews helped us to define the materiality matrix but also to highlight a list of risks and opportunities.

- relevance to the business and highlighting the potential impact on financial capital of those material issues that bring more risks than opportunities if not managed in a balanced and compliant way at business level

Delineation of the material topics on which reporting and disclosure focused was done from two perspectives:

- the potential size of the impact in the community (environment and social), their control and management



Impact on Environment & Society



Material topic for Business area



Material topic for Environment area



Material topic for Social area

## The limits of material issues

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

Dimension/Material issue/ Type of stakeholder	Scope / Limitations			
	INTERN	Limitations	EXTERN	Limitations
<b>Business</b>				
Corporate Governance & Compliance	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	
Economic performance	AUT		AUP, M, ONG, PS, U, V, ALT	✓
Supply Chain Management	AUT	✓	C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Business Ethics & Transparency	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Data Security	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Customer Satisfaction, Selling & Market Practices	AUT	✓	C, F, IARB, AUP, M, ONG, PS, U, V, ALT	
<b>Environment</b>				
Resource management	AUT	✓	C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Waste and hazardous materials	AUT	✓	C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Greenhouse Gas Emissions & Climate Impact	AUT		F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
<b>Social</b>				
Community Involvement	AUT	✓	C, F, IARB, AUP, M, PS, U, V, ALT	
Employee Health and Safety	AUT		C, F, IARB, M, ONG, PS, U, V, ALT	✓
Employee Well-being and Development	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Quality of Education	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓
Diversity, Equality & Human Rights	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	
Working Conditions	AUT		C, F, IARB, AUP, M, ONG, PS, U, V, ALT	✓

Note:

- AUT – include Autonom employees, Management, Shareholders
- IARB – include investors, analysts and bank representatives
- F – include commercial service providers, utilities, waste management and material suppliers
- C – Customers
- AUP – Public authorities

- NGO – Non-governmental organisations
- U – Universities, educational institutions
- M – Media – Press
- V – Neighbours
- PS – Space owner
- ALT – other categories

## Interpretation of results

### Relevance to business

The quantification of the business relevance of each material issue was determined using data collected in one-on-one interviews, which provided information on opportunities and risks for each material issue.

### Impact of the organisation in the community

Quantification of the organisation's impact on the community considered the positive and negative impact generated by each material aspect on environmental and social factors, using as input the ratings given by stakeholders in the online questionnaire.

The matrix shows the importance of material topics for stakeholders from a stakeholder decision-making perspective and highlights those material topics that may have an impact on the environment or society.

Throughout the interviews we identified risks and opportunities which we detail below. These are well known internally, and processes are in place to address them. Opportunities will always find a very high share in being addressed quickly and risks are mitigated by various actions to prevent negative effects or undesirable financial impact.



Pillar	Identified risks	Opportunities identified
<b>Business</b>	Marketing or communication events that go against organisational culture and principles	Potential for business growth through diversification of the service portfolios offered but also by the increasing maturity of the markets in which we operate
	Business development along with the need for digitisation can bring operational synergy	
	Increased cyber-attacks are leading to the migration of organisational systems to the cloud which does not mitigate the risks across the board.	Testing new secure systems with very low risk of breaches. Continuous testing already exists within the organisation
	Reduced availability at dealers for LEV machines. Increased delivery times of cars which can lead to customer dissatisfaction	Satisfied customers will recommend Autonom services further
	High-performance LEVs with a long range are very expensive	Customer awareness for substitution
	State does not support substitution of the organisation's fleet for the LEV fleet	We address the incentive and allocation of the spherical profit
<b>Environment</b>	Limiting resources where we have no control. Uncontrolled price increases or rationing	Supporting customers in the transition to low carbon mobility (electric, hybrid)
	Poor national infrastructure for charging electric cars	Generating business and partnerships in the field of waste recycling and reuse
	Business reluctance to make the transition to low-emission cars due to lack of charging infrastructure	Generate collaborations and customers by offering fuel-only cars for inter-city travel. The use of LEVs in the urban environment.
	Insufficient data on long-term maintenance costs for LEVs	Procurement of long-range LEVs. customer awareness and education
	We work with polluting assets	We come up with sustainable mobility solutions and are aware of the transition for our customers
<b>Social</b>	Loss of interest among young people in education, specific skills in general may lead to a shortage of staff in the future	Internal and external collaborations at the top of the needs pyramid
	Employee overload from customers can lead to stress	Entrepreneurial education of young, future employees Autonom. Pleasant working conditions, a permanent care for employees
	The area of remuneration has a significant impact in attracting people with skills.	We support and make room for innovation. A continuous opportunity. Maintaining organisational culture. "Learning Organization", the confidence we give employees the power of transformation.





# Sustainability Strategy

## Aligned with the performance matrix of our corporate culture and the ESG principles

Our Sustainability Strategy has a long term roadmap for 2030 with an intermediate calendar for 2025. It focuses on three pillars: 'Environment', 'People and Community', and 'Sustainable Business and Governance'.

We allocate annually a minimum of 2% of net profit to support educational projects. We support the development of our colleagues with a minimum of 50 hours of training per year per employee.

We prioritize responsible consumption of resources and we take clear actions to decrease the negative impact of the fleet, the emissions resulting from fleet utilization, although indirect for Autonom, being responsible for 99% of total carbon footprint.

We build a sustainable future along with our partners, we actively contribute to raise the awareness around sustainability. We involve all our stakeholders in joint projects,, we keep a high level of customer satisfaction (measured by NPS) and we increase the number of digitized processes.

For the governance performance in the way we manage our economic, environmental and social impact and for the transparency with which information was presented in the Sustainability Report 2021, we received the Gold Level Recognition, achieving a score of 87 points out of 100 according to the CST Index 2022, developed by The Azores Sustainability & CSR Services.

Following voluntary participation in the BVB project Research project, we achieved an ESG score of 13.5, being ranked by Sustainalytics in the top 9% in our industry, coming 7th out of 71.



# 2. Sustainability Strategy

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. Involvement in the communities we are part of by supporting education is an integral part of our organisational culture.

In 2021 we published our Sustainability Strategy, with a long-term horizon of 2030 and an interim timetable for 2025, aligned with the 2030 Agenda Sustainable Development Goals. 2020 was chosen as the baseline year.

## 2.1. Autonom's Strategic Sustainability Directions

Autonom's Sustainability Strategy is aligned with the organisational culture performance matrix and environmental, social and governance (ESG) principles, while also aiming to comply with the most relevant EU strategies in the field.

It is built around three pillars: 'Environment', 'People and Community' and 'Sustainable Business and Governance', and the environmental one is an important direction for our future actions and decisions.



### Our Sustainability Strategic pillars

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



Environment



People & Community



Sustainable Business & Governance

#### 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.

#### 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.

#### 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.

As main topics in the environment pillar, our focus is on the responsible consumption of the resources needed to carry out our activities and on reducing the negative impact caused using our operational fleet (operational leasing and rent-a-car), the emissions of which, although indirect for Autonom, represent 99% of the company's total carbon footprint. As a result, our main priority is to reduce the average carbon emissions of the operational fleet by 25% by 2025 and by 51% by 2030, especially by increasing the share of green vehicles in the operational fleet.

The second important direction for us is people and community. Since the company's inception, we have aimed to create an environment where people thrive every day and can contribute to positive change in the communities we serve, by supporting education and reducing our impact on the environment. The target set was to allocate a minimum of 2% of net profit to support educational projects. As far as the development of our people is concerned, we have always believed that their success breeds the success of the company and therefore we have set ourselves the target of supporting their development with a minimum of 50 hours of training per year per employee.



Last, but not least, because we want to build a sustainable future together with our partners, we have set as clear actions the involvement of all categories of stakeholders in joint projects around sustainability, customer satisfaction (measured by NPS) and increasing the number of digitised processes.

Autonom’s Sustainability Strategy is available in full on our website, Sustainability section ([www.autonom.com/sustainability](http://www.autonom.com/sustainability))

**Strategic directions/Expected targets**

Strategic Sustainability Pillars	KPI definition	Reference year 2020	2021	2022	2023	2025	2030
<b>Objectives/Targets</b>							
<b>Environment</b>							
ENV 1 – Reduce operational CO <sub>2</sub> intensity by 25% by 2025 and 51% by 2030	Average WLTP gCO <sub>2</sub> /km of the operational fleet	153.57	144.51	136.48	130.26	115.13	75.87
ENV 2 – Contribute to a circular economy by reducing paper use in administrative and operational activities by 10% per year, zero paper by 2030	Tonnes of wastepaper/year	3.53	2.28	2.02	1.77	1.27	0
ENV 3 – 50% recyclability for waste oil and tyres by 2030, from 2021 onwards	Tonnes of waste oil recycled/year	0	10	15	20	30	50
	Tonnes of tyre waste recycled/year	0	10	15	20	30	50
<b>People and community</b>							
CSP 1 – Community involvement in education, developing high impact projects. Investment of minimum 2% of net profit in community projects	% Total euro of net profit	15	≥2	≥2	≥2	≥2	≥2
PEC 2 – Evolving. Daily. Employee personal development.	Number of training hours/ FTE	38.6	≥50	≥50	≥50	≥50	≥50
<b>Sustainable business and governance</b>							
SBG 1 – Business driven by transparency and simplicity with a focus on sustainability responsibility. High customer satisfaction rate	Net promoter score	82	≥80	≥80	≥80	85	85
SBG 2 – Optimising resources and processes through digitisation	Number of processes/ organisations digitised	3	4	5	6	6	10
SBG 3 – Business visibility and brand awareness	Top 5 in our industry RO	Top 5	-	**	-	**	**

Legend:  
 Green colour = goal achieved  
 Red colour = untouched target  
 \*\* = Market research

**Data on our performance aligned with our strategic plan can be found in each specific chapter, which addresses progress towards our targets by specific pillars.**

## 2.2. Partnerships and affiliations

For Autonom, responsibility towards society, customers, employees and business partners is of paramount 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 our affiliation to various organisations and associations, which represent the interests of our members to the political, business and public at large, we have access to the associations’ expertise on national and international best practices, while maintaining close cooperation with all the important players in our field of activity.

At Group level, Autonom is part of the following associations and organisations:

- Endeavor Romania
- RBL – Romanian Business Leaders
- YPO Romania
- Teach for Romania
- The Entrepreneurship Academy
- Bizz Clubs
- CEO Clubs
- ARIR – Association for Investor Relations in Romania
- ASR – Embassy of Sustainability in Romania
- ASLO – Association of Operational Leasing Companies
- CCIFER – French Chamber of Commerce and Industry in Romania
- 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 companies at the beginning of their journey in defining and implementing their sustainability strategy.

In 2022, we participated in sustainability events organized online and offline as guest speakers on various occasions, such as the Sustainability Embassy, within the framework of the “SustainAbility School” program, the GovNet conference “ESG 2022 – Non-Financial Sustainability Reporting in Romania”, the “Climate Talks: Mobility” and “Black Sea ClimAccelerator Demo Day”, organised by Impact Hub, the conference “Social Economy, the S in ESG”, organised by KinetoBebe or the conference “The sustainability Challenge”, organised by Marsanu.ro.

We also contributed to the production of the “Climate Scenarios for Romania 2030” report, an initiative of Social Innovation Solutions, launched in December 2022, which includes the conclusions of working sessions that brought together over 160 key representatives from the public, private, and academic systems in the largest foresight exercise on Romania’s future. The full report can be found [here](#).

We also had the opportunity to continue in 2022 to address our sustainability goals, actions and progress in various written and online interviews and to exchange best practices during dedicated events in business clubs such as Bizz Club Maramures, Brasov and Bucharest.

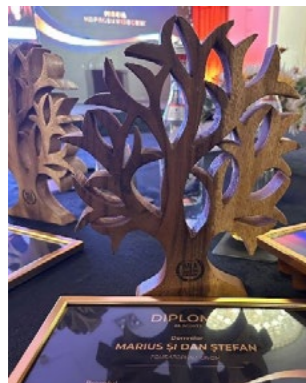
In terms of initiatives, Autonom has joined two corporate sustainability initiatives: the UN Global Compact – the largest corporate sustainability initiative in the world and the Commitment to the Environment – developed by eMAG, the Conservation Carpathia Foundation and Green Tech, through which organisations commit to reducing their carbon footprint and taking specific actions to do so. More details on these commitments can be found on [page 34](#) of this report.

## Awards



### Romania CST Index 2022 – Gold Level Recognition

Autonom received the Gold Level Recognition Award for performance on sustainability governance, economic, environmental and social impact, and transparency of reporting in the 2021 Sustainability Report, according to the criteria set by the CST Index 2022, scoring 87 out of 100 points. The study is carried out by The Azores Sustainability & CSR Services and includes a comprehensive analysis in the field of sustainability and corporate responsibility, which involves assessing 78 indicators in 10 categories. Detailed information on the assessment methodology can be found [here](#).



### Mobility in New Markets Award

Autonom received the award for Mobility in New Markets, offered by Profit.ro at the “Profit Stories Gala..Made in Romania” event, in recognition of its vision of business integration, expansion into new markets and spectacular business growth after a challenging period. This event annually awards successful local people and brands that bring value to the economy and society daily, based on criteria that focused on business development, business value, brand awareness, expansion into new markets.



### Sustainable Development Award

Autonom was also awarded for Sustainable Development at the Business Days Anniversary Gala. The event annually brings together the business community and celebrates performance in the Romanian business environment. The awards are given to Romanian entrepreneurs and managers who through vision, innovation, creativity, leadership, excellence, transparent communication, hard work and perseverance have created and run impactful businesses that generate inspiration and change, act responsibly and are pioneers.

## Participation in the BVB Research project – ESG Scores

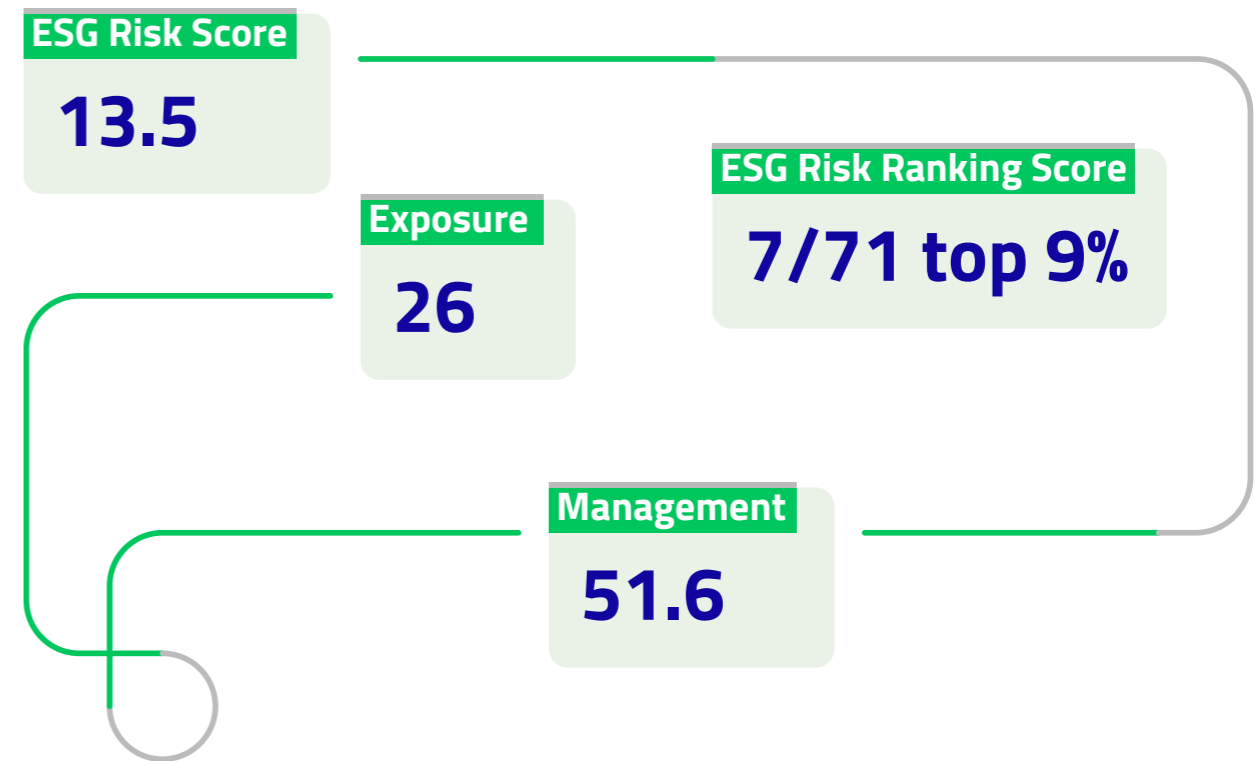
The purpose of the ESG Scores section is to present the relevant ESG metrics resulting from ESG analysis reports of BVB listed issuers. The scores resulting from the analyses carried out for 2021 are published on a voluntary basis with the consent of the issuers.

with the Bucharest Stock Exchange initiated in 2020. Scores are calculated based on publicly available reports and information.

The purpose of including this information is informative and educational.

ESG analysis reports are independently produced by Sustainalytics, one of the leading global providers of ESG ratings and analysis, based on a collaboration

### Scoruri ESG Autonom Services



Report date: 9.1.2022  
Report Type: Core Framework

Source: <https://bvbresearch.ro/ReportDashboard/ESGScores>





# Important role in the value chain as an integrated supplier of mobility services

We understand that the impact of our activity is not only internal, in organization, in the way we manage our business, assets, human and financial resources, but also indirectly, throughout the value chain.

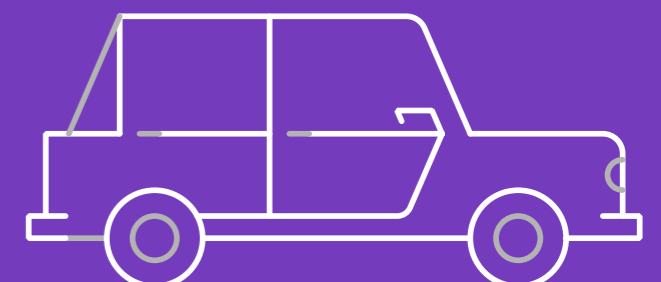
In 2022 we published our first Procurement Policy. Throughout the year, approximately 10% of our suppliers were assessed on environmental and social criteria. Also in the list of approved suppliers for 2022 there were also 9 protected establishments.

Through our innovative Corporate Car Sharing service, launched at the end of 2022, we have registered over 1,400 users in 27 locations and helped companies optimize the sizing of their pool car fleet by up to 40%, while optimizing the total utilization rate of the cars.

We have started to shape a dedicated product of operational lease - Autonom Business Green - with additional advantages for those who want to make the transition to an electric car, but are hesitating to take that step due to the issue of range, in particular the limitations created by early development of charging infrastructure.

By 2022, the average NPS (Net Promoter Score) was calculated at 96, corresponding to the following four categories: Car deliveries, Interventions, New Customers and Tyre Change.

## Our products and services



## Objective / Target 1

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

Net promoter score

82

≥ 80

96

- We continued our series of Business Elite events dedicated to the local entrepreneurial communities;
- We continued preventive driving courses at the specific request of certain clients;
- We defined and published the Whistle-blower Policy and the Procurement Policy;
- We volunteered in the BVB Research project to obtain an ESG score;
- We promoted ESG policies and the transition to a low emission fleet and created dedicated products and services;
- We conducted an internal employee well-being assessment.

## Objective / Target 2

**SBG 2: Optimizing resources and processes through digitalization**

Number of digitised processes /organization

3

6

6

- We have introduced the electronic signature for the delivery process;
- We introduced a digital platform dedicated to SSM-SU training;
- We contracted a BI (Business Intelligence) tool.

## Objective / Target 3

**SBG 3 – Business Visibility and Brand awareness**

Top 5 in our industry, RO

Top 5

Market study

Da

- We designed the brand strategy with an external consultant to position the brand correctly.

- Objective / Target
- Key indicators /KPIs
- Initiatives launched
- Reference year 2020
- 2022 Objective
- 2022 Actual

# 3.1. Supply Chain Management

Through partnerships we promote Autonom values in our social and business interactions, including in the value chain. We have a close relationship with car dealers and together we develop customised services.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Supply Chain Management	A good collaboration with our partners allows us to develop together tailor-made services that meet the needs of our customers. And the transparency and accountability with which we manage these partnerships positively influences our company's reputation and therefore benefits our business performance.	Through partnerships we promote Autonom values in our social and business interactions. Close collaboration with our partners allows us to closely monitor our supply chain activities. In this way we can prevent or manage in a timely manner any potential negative impacts on customers, employees and communities.	Implementing Autonom values on ensuring responsibility, including in the supply chain, can have a positive impact on the environment by reducing and eliminating those activities that cause environmental damage. We pay particular attention to partnerships for the safe and environmentally sound disposal of the resulting waste.



## Managing the impact

As an integrated mobility provider, we play an important role in the value chain and we understand that the impact of our business is not only internal to the organisation, through the way we manage our business, assets, human and financial resources, but also indirectly throughout the value chain. We strive to be a best practice example of long-term sustainable business development and to build partnerships together to ensure a real positive impact in the community.

in our operating lease product. As it is a long-term fixed cost contract, it offers predictability as a form of inflation protection and good outsourcing with multiple benefits. In addition, delays in new car deliveries and uncertainties in the market have led to an increase and appreciation of the flexibility of short- and medium-term leasing solutions to meet immediate mobility needs.

Last year's context, marked by delays in the delivery of cars, combined with price indexation and the presence of inflation in several cost categories, has led to increased demand





## Effectiveness of actions taken

At the end of 2021 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. It has also recorded satisfactory results, confirming the potential of this service. In 12 months, we registered over 1,400 users in 27 locations and helped companies to optimise their pool car fleet sizing by up to 40%, while optimising car utilisation.

Following the definition and implementation of the Sustainability Strategy 2021, we have become much more attentive to the impact that our partners, in turn, have on society and the environment and we have started to look for national partners for cost optimization and greater transparency, as well as monitoring and traceability of business links. In 2022, we structured and published a Procurement Policy, which considers the assessment of environmental and societal impact criteria. Data for 2022 shows that around 10% of suppliers were also assessed on environmental (5.62%, 31 suppliers) and social (5.76%, 17 suppliers) criteria, up from only 6% in the previous year. No suppliers were identified as having a potentially major negative environmental or social impact.

Also, the list of approved providers in 2022 includes 9 protected facilities, compared to 3 in 2021.

Almost all our suppliers are local (national), except in the automotive area, where we also had intra-EU suppliers. At the level of 2022, the total value of purchases from local

suppliers of fixed assets in 2022 amounted to 577 million lei (=auto purchases 355 million lei + equipment leasing 222 million lei), and that allocated to miscellaneous suppliers, 120 million lei. Direct purchases from external suppliers accounted for 13.3 million lei, euro equivalent.

We also pay special attention to partnerships that ensure that the current activity is carried out and that the resulting waste (household, selective collection, tyres, oil, WEEE) is disposed of safely and with attention to the environmental impact. For more details, please refer to the Circular Economy and Waste Management section.

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

The company's business is dependent on the activity of vehicle manufacturers and distributors and purchases vehicles from over 100 vehicle manufacturers and distributors, with a significant portion also coming through the integration of Premium Leasing suppliers, a company acquired in 2022. We aim to maintain a long-term relationship with these manufacturers and distributors that provides certainty on future vehicle purchases and the ability to diversify and ensure a steady flow of car inputs into the operating fleet.

## 3.2. Customer Satisfaction, Sales & Market Practice

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



### Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Customer Satisfaction, Sales & Market Practice	Continuously improving the quality of the services that we offer is only possible by reflecting on customer feedback. By focusing on market needs and fair business practices we ensure business continuity while meeting the associated legislative requirements.	In the field we operate in, the quality of service we provide includes promoting customer safety. To avoid accidents, we conduct internal and external preventive driving courses for our partners and customers.	The sustainable mobility solutions we make available to customers in an easy and safe way, and the positive experiences we offer indirectly result in promoting sustainable consumption behaviour and directing customers towards more environmentally friendly mobility service options.



### Managing the impact

According to the car rental procedures and the related contracts, we want to fully manage the maintenance and repair part of the rented cars and only occasionally leave this to the customers. Repairs are carried out with approved partners with whom Autonom has strict maintenance contracts for the vehicles. In this way we minimise the risks to the health and safety of our customers. Our specialised

services we offer include constant preventive maintenance services for the cars in our contracted stock and warranty services for used cars sold.

We have a significant number of partners across the country who work closely with the Autonom teams to provide any repairs or services needed to maintain the vehicles and keep them in good working order.





## Effectiveness of actions taken

Given the specialized services we offer and the quality of these services, our current clients recommend us to new clients.

The average fleet mileage is 27,000 km per car per year, so all vehicles have been thoroughly maintained according to manufacturers' recommendations and wear and tear work in addition to the basic maintenance specified by the manufacturer.

In 2022, 164 cars were recalled for various reasons (ECU software update – 142 units, SOS system check – 12 units, airbag system check – 10 units). This number is down from 2021, when 190 cars were in this situation. Recalls come from the importer to Autonom and then we schedule via our call center the interventions.

We work with customers and are close to their needs expressed through feedback. In this way, they provide us with the information we need for delivery, negotiation and service processes. By considering this feedback internally, we define approach strategies, control the intensity of communication and the flows between the different agencies/departments involved in the whole process evaluated.

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

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

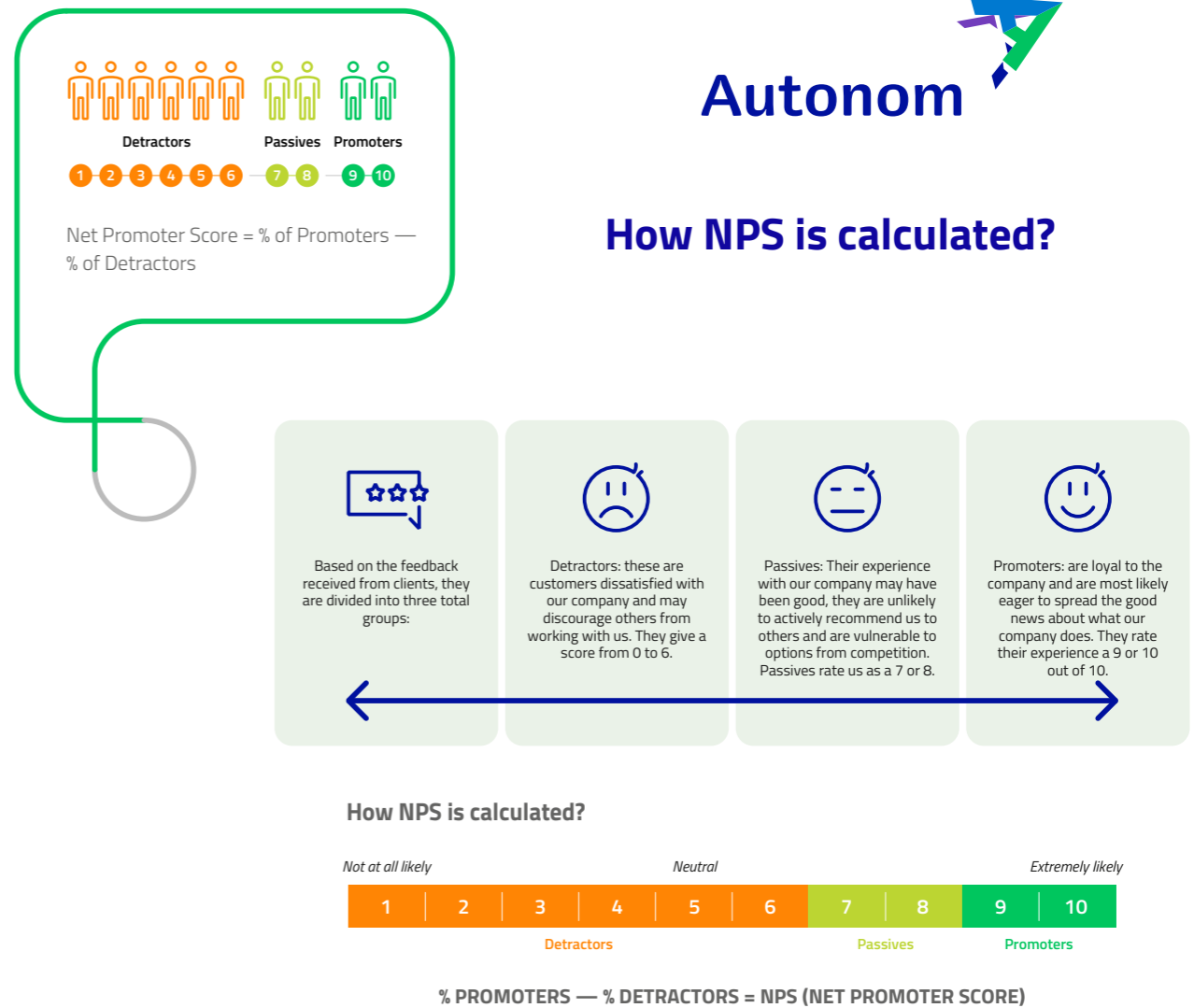
Our organisation's culture is based on collecting feedback using the NPS (Net Promoter Score) method. The NPS method aims to increase the likelihood of being recommended by our customers. This method is characterised by asking a single question with the possibility to provide clarification or additional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

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

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

**Passives:** passives 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. Passives 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 a 9 or 10 out of 10.





## Basis for calculating the NPS score

An NPS score is compiled and calculated somewhere between -100 and 100. If all survey respondents answer with a six or less, it can give a score of -100. However, if all the scores are a 9 or a 10, this gives an NPS of 100. An NPS score of 50 or higher is considered a very reputable score, and a score of 75 or higher is extremely impressive.

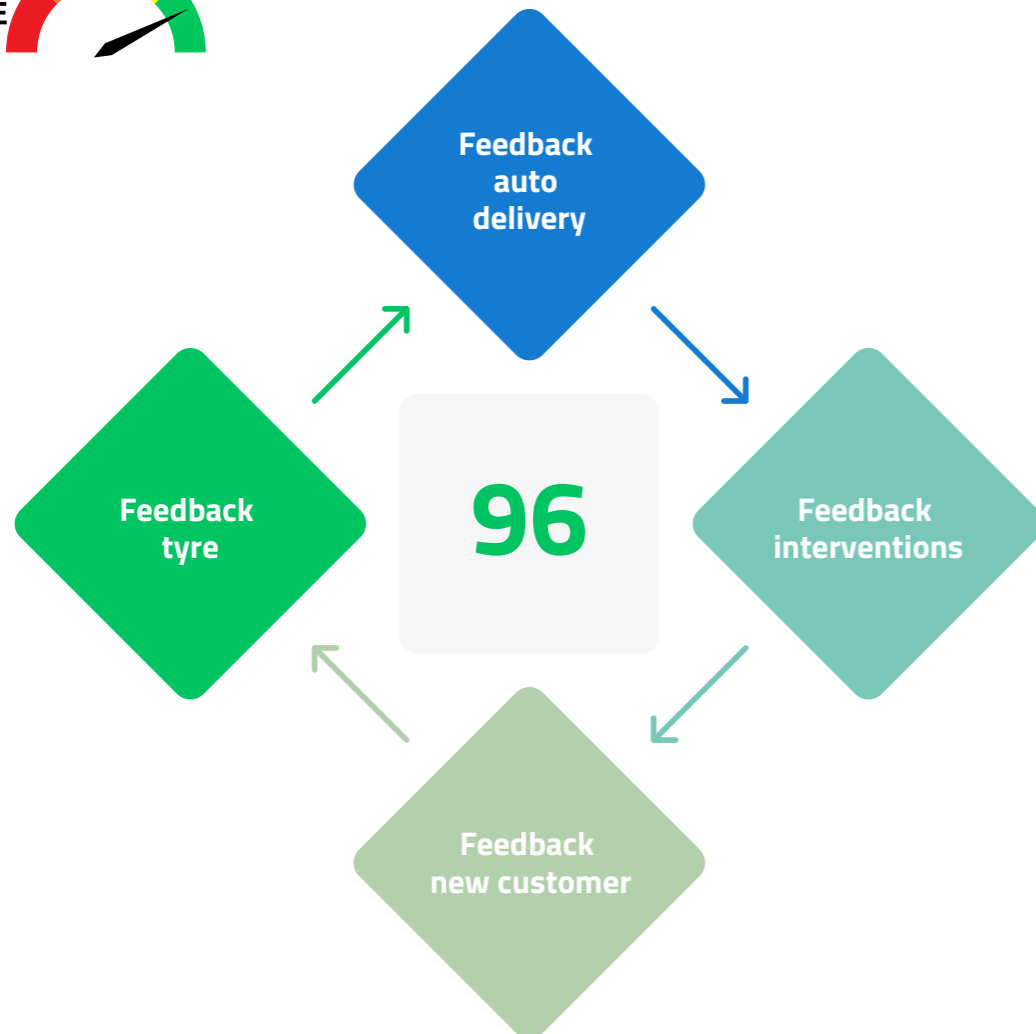
Percentage of promoters = (Number of promoters / Total respondents) x 100 = (200/500) x 100 = 40%

Percentage of detractors = (Number of detractors/ Total respondents) x 100 = (100/500) x 100 = 20%

We can use the NPS formula to find the NPS score: NPS = % promoters – % detractors = 40–20% = 20%

At 2022 level the average NPS level was calculated at 96, related to four categories: Deliveries, Interventions, New Customers and Tyre Change. Questionnaires at category level:

- 9801 questionnaires on Feedback Interventions (response rate 74%), NPS = 95
- 307 questionnaires to Feedback New Client (response rate 86%), NPS = 95
- 3062 questionnaires at Car Delivery Feedback (response rate 92%), NPS = 98
- 10605 surveys at Tyre Feedback (response rate 92%), NPS = 96



Towards the end of 2022 we have started, at our request, an external audit process related to the NPS scoring process as we want to get as good an interpretation as possible of the activities we carry out and see possible areas for improvement to address in the future.

### Quality service for us means customer satisfaction

At the 2022 level, there were no incidents of non-compliance regarding the provision of product and service information, incidents of non-compliance regarding marketing communications. Our products and services, by the nature of our business, do not directly impact consumer health and safety.

Through our Google My Business pages we receive constant feedback and manage any compliance incidents. For the year 2022 we had a total of 632 reviews registered, of which 26 were negative and we discussed with customers.

### Customer Safety

For the year 2022 the existing car fleet has not been monitored in terms of NCAP classification.

We continued our in-house preventive driving courses in 2022. We organised 28 courses attended by 301 colleagues. These courses were also carried out externally on request for various partners, totalling 150 participants in 9 external courses.





# Care for the environment

## The environmental pillar, a strategic direction for Autonom

Our main priority is to reduce the average carbon emissions of the operational fleet by 25% by 2025 and 51% by 2030, in particular by increasing the share of green cars in the operational fleet. By the end of 2022, we have reduced our emissions by 6.4% compared to the 2020 baseline, reaching to a WLTP average of 143.78 gCO<sub>2</sub>/km, slightly behind the roadmap estimated in the strategy. We are confident that we will catch up in the following period.

We are focused on responsible consumption and we aim to reach ZERO PAPER consumed in operational activities by 2030. We have reduced paper consumption by more than 10% annually compared to the 2020 baseline. We have national contracts for paper recycling, plastic and metal, glass, tyres and WEEE.

Through the contract signed with OMV Petrom, we have offset so far 8,578 tonnes of CO<sub>2</sub>, related to fuel supplied by their stations.

We continue the transition to a low-emission fleet. The contract signed with Tesla at the end of 2022 has resulted in a first order of 200 Tesla

Model 3 and Model Y electric cars, launched in early 2023. The first cars have already arrived in the Autonom fleet.

We have started developing the charging infrastructure by installing 10 electric charging stations in our agencies.

We have expanded our energy production capacity for the Piatra Neamț site, increasing from 11MWh produced in 2021 to 50MWh in 2022.





# 4. Care for the environment

We continue to work on our commitment. To this end, our actions and plans are permanently directed towards contributing to and caring for the environment, both in our direct activities and in working with our partners.

The environmental pillar is a strategic direction for Autonom, whose importance we support by assuming the following objectives:

- reducing the environmental footprint generated by responsible consumption of the resources needed to run our operations;
- raising awareness of climate change and setting priorities to reduce carbon intensity.

We are mindful of our direct and indirect environmental impacts resulting from our core business and make responsible decisions in line with global climate change concerns. We want to act preventively and transform our business in a healthy and sustainable way.

As we have our share of responsibility for the fleet made available to customers for use, we have committed to concrete actions to reduce the negative environmental impact and have created car fleet substitution scenarios, ensuring the transition to a greener, low CO<sub>2</sub> fleet. We have updated our overall business plan and long-term business development 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.

By integrating the concepts of the Sustainability Strategy into all aspects of our business and encouraging their extension into our personal lives, we ensure that we use a common language in implementing them in our daily lives, at home or in the office. In alignment with our values, we also believe that lifelong learning remains the key to an enhanced quality of life, while protecting and conserving natural resources.



Our Sustainability Performance Goals (SPGs) contribute to the following SDGs (Sustainable Development Goals):

- 7.2: By 2030, substantially increase the share of renewable energy in the overall energy mix
- 8.1: Sustainable economic growth
- 9.2: Promoting sustainable and inclusive industrialisation
- 11.6: Reducing the environmental impact of cities
- 13.1: Strengthening resilience and adaptive capacity to climate-related hazards and natural disasters in all countries
- 15.5: Protecting biodiversity and natural habitat

## Objective 1

ENV 1 – Reducing operational CO<sub>2</sub> intensity by 25% by 2025 and 51% by 2030

Average WLTP gCO<sub>2</sub>/km for operational fleet

153.57

136.48

143.78

- we have intensified the fleet electrification plan and discussions with customers with a view to fleet substitution
- we have started developing the electric charging station infrastructure by installing 10 charging stations in our agencies
- we have expanded the energy production capacity for the Piatra Neamt office
- we have asked energy suppliers to provide us with certificates of origin for the energy consumed
- through the contract signed with OMV Petrom, we have so far neutralized 8,858 tons of CO<sub>2</sub>, related to fuel supplied by OMV Petrom stations

## Objective 2

ENV 2 – Contributing to a circular economy by reducing paper use in administrative and operational activities by 10% per year

Tonnes of waste paper/year

3.53

1.77

1.57

- we have continued internal processes to optimise paper consumption
- continued digitization of some processes and implemented the digital/electronic handover process for the operational leasing division

## Objective 3

ENV 3 – 50% recyclability for used oil and tyres by 2030

Tonnes of waste paper/year  
Tonnes of tyre waste recycled/year

0

20%

43.66

102.07

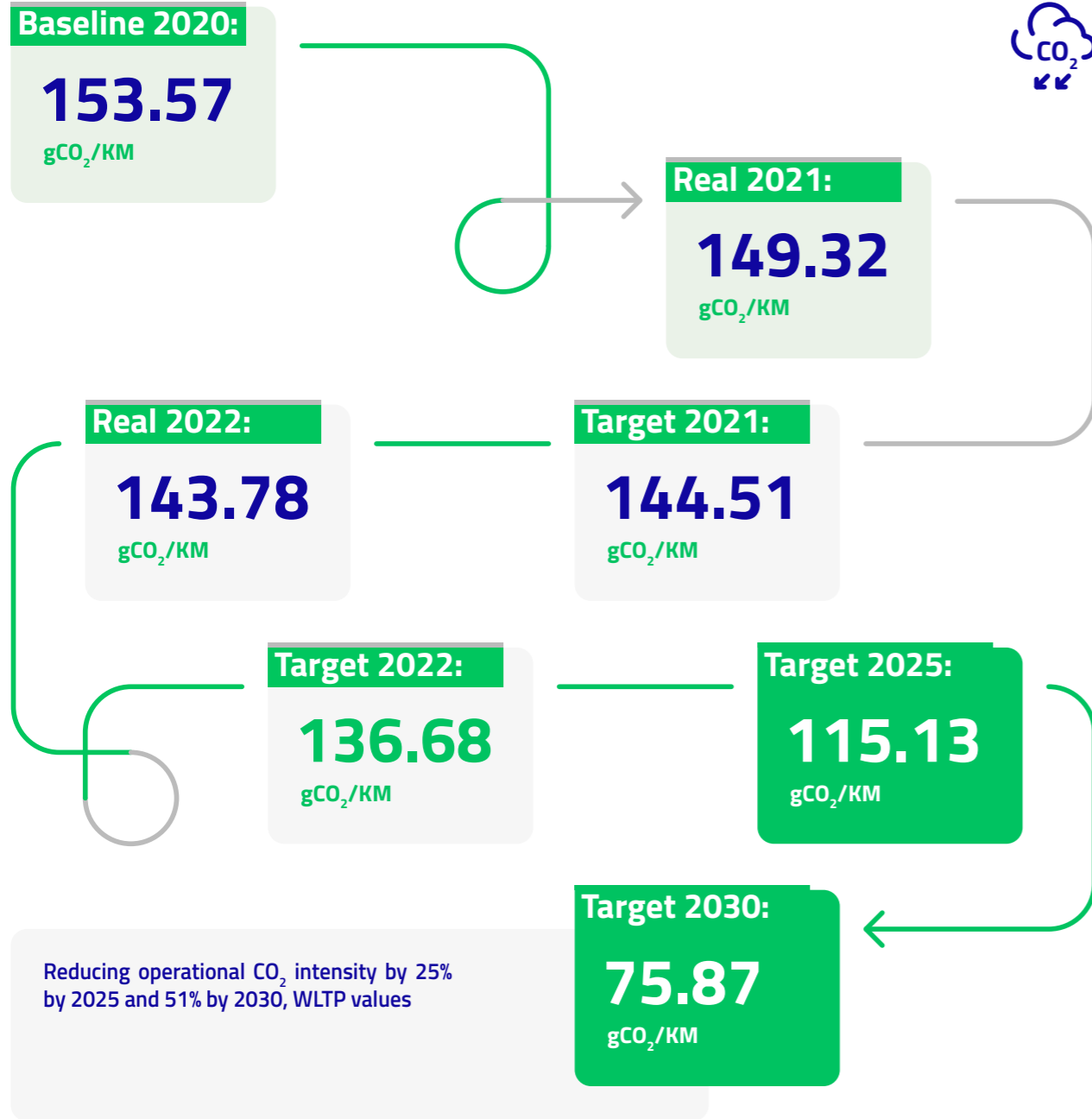
tonnes / 100% tonnes / 29.31%

- we have extended the monitoring of the tyre scrapping and recycling flow
- we have strengthened our relationship with specialised partners

- Objective / Target
- Key indicators /KPIs
- Initiatives launched
- Reference year 2020
- 2022 Objective
- 2022 Actual

Following the resumption of all economic operators at full capacity after the pandemic period but also in the context of the integration of a significant car fleet following the acquisition of Premium Leasing, the aggregate mileage run by our customers in 2022 was 354 million

km, up 88% from 264 million km in 2021. We have taken on the integration of the new fleet without any changes to our medium and long-term commitments, namely: reducing operational CO<sub>2</sub> intensity by 25% by 2025 and 51% by 2030, calculated as WLTP average.



Looking at the progress towards our targets, we are aware that we are slightly behind the annual roadmap set out in the Sustainability Strategy but 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 steps towards our targets.

This path is already confirmed by the green loan obtained from the European Investment Bank in autumn 2022 to expand the fleet with low-emission cars and the necessary infrastructure and by the contract signed with Tesla at the end of 2022, materialised by a first order of 200 Tesla Model 3 and Model Y electric cars launched in early 2023. The first cars have already arrived in the Autonom fleet in the first quarter of 2023.

At the same time, we have started to develop a dedicated operating lease product – **Autonom Business Green** – with additional benefits for those who want to make the transition to an electric car but are hesitant to take this step because of the long-distance range issue, especially with the limitations created by the early development of the electric infrastructure.

We have also been involved in projects to raise awareness of the benefits of electric vehicles, but also to increase understanding of the changes in user behaviour that can

be a barrier to adoption in the absence of information. Two partnerships in this respect were the Cars & Roads and RoCharge projects, developed by Autocritica.

The 2022 changes in the Autonom fleet, both for the agency rental fleet and the operational leasing fleet, confirm the increase in the share of hybrid and electric cars, an important step towards the transition to green fleets and the achievement of the sustainability targets.

### Fleet progress 2022 vs 2021:

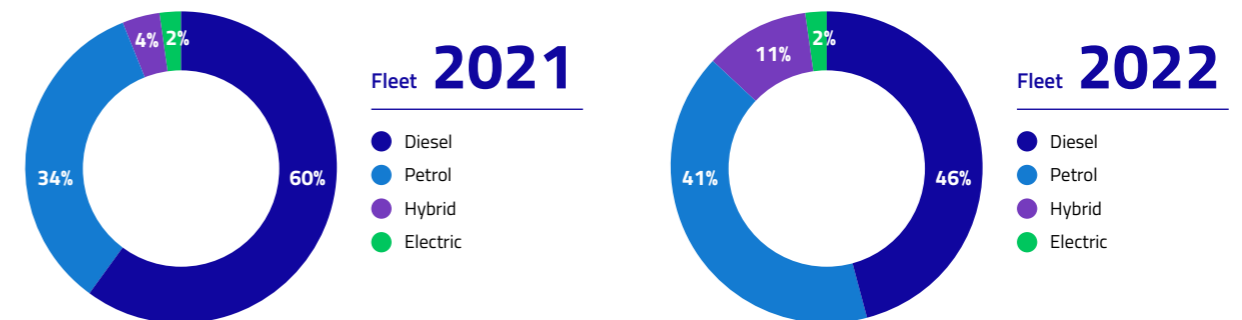
**41%**,  
increase in fleet, from 9,672 to 13,680 cars

Increase the share of hybrid vehicles from 4% to **11%**

Diesel car share down from 60% to **46%**

Keeping the share of electric cars at **2%**

### Fleet motorisation





# 4.1. Resource Management

Proper management of energy, fuel and other resources involved in our daily routine activities can lead to environmental, social and economic benefits.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Resource Management	Correct management of consumption, whether it is electricity, fuel consumption or natural gas, leads to more efficient processes, and therefore lower costs for the company.	Resources are limited. We believe it is a duty to ensure equitable access to natural resources to minimise social disparities and to minimise the impact that access to resources has on people and society in general.	Our consumption of resources, in terms of where we operate across the country, represents a significant environmental impact. Monitoring and reducing this consumption allow us to minimise the impact we are aware of and to explore and include renewable alternatives.

Through the core business of providing mobility solutions to various customers, mainly in the form of short-, medium- and long-term car rental, we understand the environmental impact of GHG (greenhouse gas) emissions, mainly CO<sub>2</sub>. We constantly strive to optimise fuel consumption and mileage in our own fleet and seek optimisation solutions in our operational fleet, which is in direct use by our customers. We encourage alternative mobility solutions and focus our efforts on better managing our existing fleet and optimising its utilisation. We keep the average age of the fleet below 48 months and ensure that the cars in the fleet are well maintained and when they leave the Autonom fleet as rolled cars they are still in optimal working condition, thus contributing to the renewal of the national fleet.

At the same time, through the 48 locations located nationwide in Romania and 2 in Hungary, we understand the direct impact that Autonom can generate in terms of energy consumption

(electricity, gas and fuel). We constantly strive to monitor and reduce energy consumption and are in constant discussions with the owners of the premises we rent to explore solutions for energy efficiency and increasing the use of renewable energy sources to power these locations.

In 2021, we certified and implemented an integrated quality – environment – occupational health and safety management system. Thus, in accordance with the ISO 14001 environmental standard, as part of this integrated system, in conjunction with the development of the Sustainability Strategy in the same year, we have identified the environmental aspects relevant to the activity and significant impacts and have created appropriate control and monitoring mechanisms to reduce our negative impacts as much as possible.



## Managing the impact

### Energy and fuel management

At Autonom, we are aware that we must constantly strive to optimise energy and fuel consumption because of our organisation's daily work. We are continuously working on maintaining proper database management tools that can give us a direct overview of consumption levels, highlighting areas for improvement.

#### Energy consumption

Energy consumption arises in the operational activities of Autonom's agencies and offices in the form of energy required for lighting, heating or cooling of functional workspaces, ensuring the operation of office equipment or other equipment specific to our activity.

To carry out their field work and to make visits to various locations and partners, some of our employees use certain vehicles from our own fleet, resulting in fuel consumption (diesel, petrol or electricity) that is a direct environmental impact on the part of our company. On the other hand, we provide our customers with vehicles under operational leasing or rent-a-car systems, the consumption allocated to them representing an indirect impact for Autonom through the value chain.

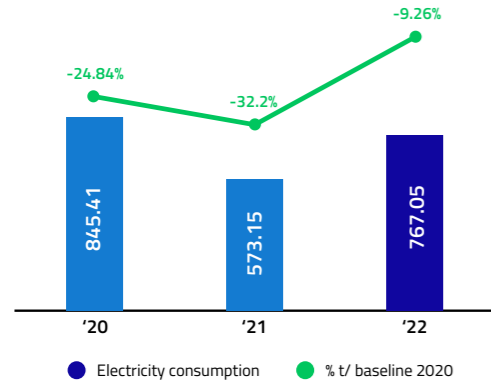
Based on the integrated management system and the Sustainability Strategy, we quantify these energy consumptions, constantly monitor and assess their extent, and have a traceability of these data. As an overview, we quantify the direct and indirect environmental impact of the company through the carbon footprint, calculated annually considering the GHG Protocol standard, and more specific to our field, the impact generated by the car fleet using as an indicator CO<sub>2</sub> emission, generated as a value per km driven, according to the latest standard, WLTP (Worldwide Harmonized Light-Duty Test Procedure). In this way, we can

have an accurate and complete traceability of our direct and indirect environmental impact and can take clear steps to mitigate this impact.

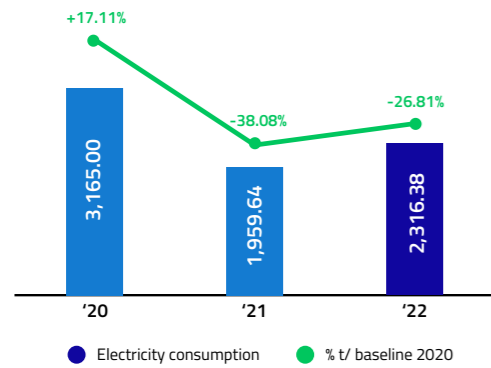
**Over the last 3 years, the direct impact on the company's carbon footprint from own consumption has been less than 1%, the difference being an indirect impact derived from the usage of the car fleet by our customers.**

In 2022 we returned to the physical office presence mode in most of our locations, which is necessary especially in terms of direct interaction with clients in our agencies, and where possible we maintained a hybrid (office/home) mode. As a result, energy and natural gas consumption in our offices did not reach the volume of 2020 but still showed an increase compared to 2021. However, compared to the baseline year (2020) we have a consumption reduction of 9.26% for electricity and 26.81% for natural gas consumption..

Electricity consumption GJ



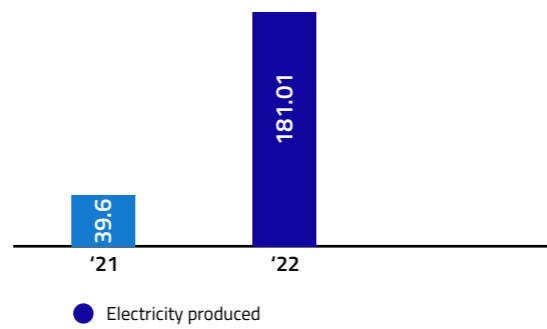
Natural gas consumption for heating GJ



The headquarters in Piatra Neamt, equipped in 2021 with photovoltaic panels with an installed power of 40 kWh and became a prosumer the following month, produced by the end of 2021 a renewable energy of 11 MWh, equivalent to 39.6 GJ. In 2022, we added photovoltaic panels and produced 50 MWh and in 2023 we want to reach, together with the new headquarters under construction, over 200 kWh installed power. We are considering expanding this mode of renewable energy supply to more locations where possible.

As our efforts have continued towards reducing consumption, energy efficiency and increasing production capacity at the Piatra Neamt site, at company level, the increase in energy prices has not significantly affected us.

Renewable energy produced GJ

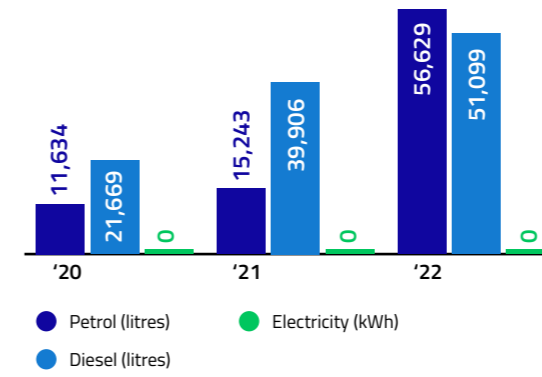


We have also asked energy suppliers to provide us with Certificates of Origin for the energy consumed by Autonom Services and, as of 2022, we have received 28 Guarantees of Origin, equivalent to 18.21 MWh, representing 4.7% of the energy consumed. At Autonom Group level, other Guarantees of Origin equivalent to 45.32 MWh were also transferred by energy suppliers.

Sustainable fleet

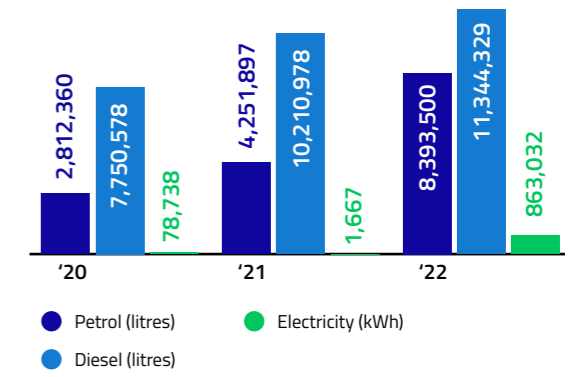
We are aware of the high volume of fossil fuel we consume through operational activity, at the value chain level. As a result, in addition to ongoing efforts to optimise this consumption and directly reduce the impact by transitioning to a low-emission fleet, we have also continued our partnership with Climate Partner to partially offset the emissions resulting from the consumption of fuel supplied by OMV/Petrom.

Fuel consumption / year / (Autonom – own fleet)



An increase in the fuel consumption of the own fleet is observed, because of the gradual return to the normal pace of activity prior to the pandemic and the expansion of the direct sales force, including the integration of colleagues from the Premium Leasing team, with the majority of vehicles used by employees being hybrid cars with an alternative petrol source. However, the direct impact on the operational fleet is insignificant, remaining below 1% of total fuel consumed across the fleet.

Fuel consumption / year / an (Autonom – customer fleet)



The same increase in fuel turnover can be observed at the level of the fleet in direct use by operational leasing and rent-a-car customers, with the same justification of gradual recovery of the business and operational activity, to which is added the integration of the fleet of over 2,600 cars from the Premium Leasing acquisition. Conversely, the integration of a significant number of electric cars into the fleet by 2022 was directly felt in fuel consumption in the form of electricity, with the increase being exponential.

Year	at 31 December	
	2021	2022
Total number of vehicles fleet	9,672	13,680
Annual dynamics number of vehicles fleet	11.74%	41.43%
New fleet entries	2,776	6,329
Outgoing used vehicles from the fleet	1,760	2,321
Share of operational leasing fleet in total fleet	74.78%	79.78%
Share of the rental car fleet in the total fleet	25.22%	20.22%

The increase in tourism and passenger traffic at Romanian airports, as well as the accelerated development of the **Replacement Car in Case of Accident** (under Romanian law, drivers injured in road accidents have the right to request a replacement car during the repair period, the cost of which is covered by the at-fault driver's MTPL insurance) have contributed significantly to the success of the rental division.

As a result of delivery delays of new cars and uncertainties in the market, companies appreciated more the flexibility of short- and medium-term rental solutions to cover immediate mobility needs. Thus, short- and medium-term rental services were the ideal solution for companies that had immediate transport needs or needed temporary mobility until the delivery of their operationally leased cars.



Of course, the average occupancy rate of the fleet, maintained at last year's high level, is also the result of decisions to optimise fleet sizing, but also of making the organisation more efficient by creating regional fleets.



## Effectiveness of actions taken

Some specific characteristics of the 2022 operating lease customer fleet:

- Average age of vehicles is 48 months
- The size of the long-term rental fleet at the end of the year was 10,949 vehicles
- Average fleet/customer is approx. 5 cars

Some specific characteristics of the 2022 rental car customer fleet:

- Average age of vehicles is 18 months
- The average size of the short-term rental fleet was 2,731 vehicles
- The total number of rental days available for vehicles was 732,084 days
- Fleet utilisation rate was 88%

**The growth rate compared to 2021 in the number of kilometres travelled by Autonom customers was 34%, while the growth rate of the fleet was much lower (51% for the operational leasing fleet and 12% for the rent-a-car fleet)**



# 4.2. Waste and Hazardous Materials

The consumption of resources required in our operational activities can have some negative effects on the environment and the company, and we therefore strive to manage the resulting quantities and waste correctly, including maintaining appropriate recycling actions.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Waste and Hazardous Materials	Proper control of processes and compliance with applicable legal requirements are ensured to avoid any potential sanctions. Moreover, reducing the volume of materials that become waste also saves financial resources allocated to them.	The results of our activities can affect the health of people in the communities where we operate if hazardous waste is not managed properly. Our environmental programme in line with our strategic sustainability objectives ensures we maintain compliance with correct management procedures.	The partnerships and agencies we work with are key to ensuring the selective collection and safe disposal of waste generated on our sites, thereby minimising the impact generated.



## Managing the impact

As a result of our operational activity, mainly at our agencies and headquarters, we generate paper, plastic/metal and glass waste, used electrical and electronic equipment (WEEE), household waste and more.. At national level, we also generate other types of waste, such as tyre waste, waste oil and other types of alternative or related hazardous waste, in the value chain through service activities carried out through partners, which are managed by authorised and specialised disposal and recovery companies, and internally by responsible employees who continuously monitor their generation and traceability. 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 digitisation in this sector as well.

The initiative to digitise the signature of decision-makers, launched in 2021, has been continued in 2022 with the electronic signature of contractual documents and the digitisation of the car handover and acceptance process for operating leases. **In conjunction with the optimisation of operational flows, we have managed to reduce paper consumption by more than 10%.**

The implementation of our environmental management system, ISO 14001, certified in 2021, ensures that our processes are controlled and comply with applicable legal requirements. Furthermore, in conjunction with our Sustainability Strategy, we have an ongoing programme with clear actions including in the environmental area 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 the impact resulting from the operation and end of life of related waste (tyres, oils). The selective collection of waste and disposal from sites has been operated, as of 2021, directly by the agents, through local partners,

but from 2022 this is predominantly done centrally, with the support of a national partner, which allows us to monitor and centralise the quantities related to each waste category much more accurately and completely.

Main types of waste	Place of origin	Management mode
Used tyres	Cars	Recycling / Recovery by authorised companies / Recycling
Used oil	Cars	Recovery through recycling with authorised companies / Recycling
Paper / Cardboard packaging	Office	Recovery through recycling with authorised companies
Plastic / Foil / Metal	Office	Recovery through recycling with authorised companies
Glass	Office	Recovery through recycling with authorised companies
WEEE	Office	Recovery through recycling with authorised companies
Used consumables (printer cartridges etc.)	Office	Recovery through recycling with authorised companies

Since November 2021 we have joined the initiative of the **Association CAPACE CU SUFLET** which gives a new meaning to the plastic caps collected by volunteers from all over the country, their recovery through authorized collectors and the sponsorships received are materialized in the donation of the collected sums to various social causes. The involvement of our colleagues at national level has resulted in 1.64 tonnes being handed over the course of 2022, equivalent to 900,000 lids.



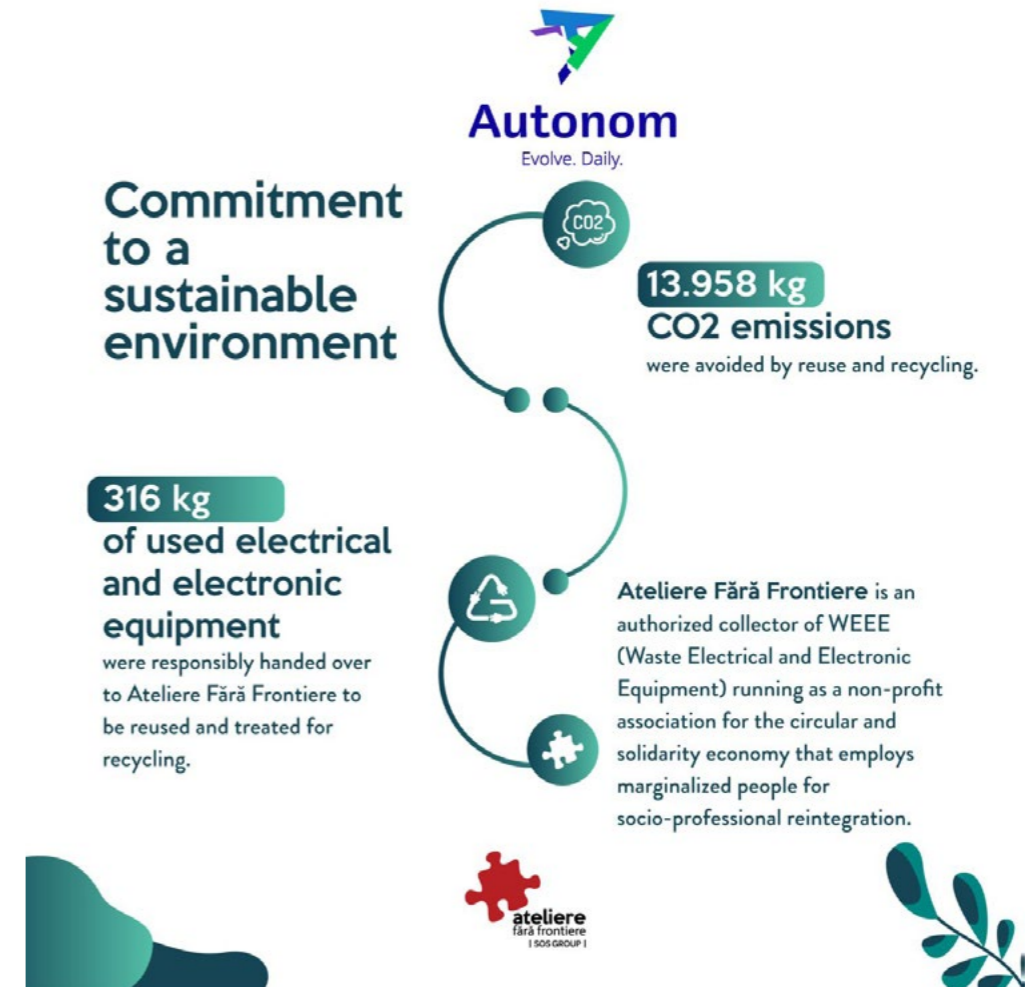
## Effectiveness of actions taken

The following categories of waste have been collected and handed over to collectors by 2022:

Waste type	Quantity (tonnes)
Paper / Cardboard	1.44
Plastic / Metal	2.03
Glass	0.65
Tyres	102.07
Used oil	43.66
WEEE (waste electrical and electronic equipment)	0.24
<b>TOTAL quantity</b>	<b>150.09</b>

In 2022, thanks to the partnership with the authorised WEEE collector, "Ateliere Fără Frontiere", 0.51 tonnes of electrical and electronic equipment were handed in for recycling,

of which 316 kg / 463 products were recycled, thus avoiding, according to their calculations, 13,958 kg CO<sub>2</sub>.



In 2022 we scrapped 69.5 tonnes of tyres and sent a further 32.57 tonnes directly to recycling, representing 29.31% of the total 111.13 tonnes of used tyres. The remaining 8.15%, equivalent to 9.06 tonnes of tyres, were recovered through partners or sold directly by end users. The process is continuously monitored by authorised internal staff and tyre scrapping and recycling is carried out by authorised partners, in accordance with the legal rules in force.

At the same time, we have taken 43.66 tonnes of engine oil out of service through our authorised service partners, fully recycled in accordance with the legal regulations in force.

Household waste generated at the locations where Autonom operates is collected by local sanitation companies with which Autonom has management and disposal contracts. A strict record of the amount of waste generated is not available to us because the sanitation companies do not have a correct traceability of the data and cannot provide it to us. They provide collection of household waste quantities from the area of the cities where Autonom has operating sites for different commercial operators under local sanitation contracts..



# 4.3. GHG Emissions and Climate Impact

Global warming due to GHG (greenhouse gas) emissions from human activities is a challenge for mankind. We are committed to contribute to mitigating the effects of our company, directly and indirectly, with sustainable mobility as a future direction, a transition that is also in line with the requirements of our customers.



## Explaining the impact



Material aspect	Economic impact	Social impact	Environmental impact
GHG Emissions and Climate Impact	Energy consumption from polluting sources is not only a risk for the environment but also from an economic point of view. Indirect costs associated with carbon emissions are expected to increase with the transition to a green economy. Actions to reduce our company's carbon footprint are thus important for business resilience.	Climate change is a huge challenge for people and society. Through our monitoring and mitigation initiatives we aim to transparently show our impact and efforts to mitigate our contribution to these changes.	Reducing greenhouse gas emissions from our operations is a strategic objective that is monitored and reported annually. By making these calculations we can better understand and manage the activities associated with our most significant emissions and thus reduce our climate change impact year on year.



## Managing the impact

In the process of structuring the Sustainability Strategy in 2021, an important awareness has been raised following the first calculation of our organisation's carbon footprint (CCF). With the support of the consulting company denkstatt Romania and using as methodology for the inventory of CO<sub>2</sub> emissions the GHG Protocol standard, we calculated the footprint by assessing Scope 1 (direct emissions), Scope 2 (indirect emissions) and Scope 3 (indirect emissions), limited to the operational fleet, the most important part of the value chain in terms of direct use by our customers (rental – short and medium term and operational leasing – long term).

We considered this to be the right approach from a business point of view, as a significant proportion of the fleet is beyond direct control in terms of use, and therefore emissions generated through operation. This initiative was a very good time to understand the structure of the emissions generated by our business and the limitations of the impact we can have.

**The GHG Protocol calculation showed that over 99% of our carbon footprint is in Scope 3 and relates to the fleet in direct use by our customers.**

This approach has clearly become the source with the greatest potential for mitigating our environmental impact, as a result of which the main medium- and long-term objectives undertaken by Autonom through the Sustainability Strategy are reflected as direct objectives related to reducing this impact. Autonom has taken a conscious role in integrating and intensifying the transition to a low emission fleet through a concrete plan for the coming years, resulting from substitution scenarios and benchmarking in the medium (2025) and long term (2030), while increasing the understanding and awareness of the impact globally among our partners. Of course, the targets also considered the outlook for the automotive market and European transport regulations.

In the short-term rental fleet, the opportunity to intervene in the purchase decision and substitute a fossil-fuelled car with a lower emission vehicle is higher, although customer preferences in the rental area indicate minor changes in behaviour in recent years. The choice of primarily choosing such a car for commuting is still low, especially in longer distance rentals, which are directly dependent on the poorly developed electric charging infrastructure at national level.

Moreover, the fleet intended for long-term leasing, already engaged in operating leases, has an even lower possible substitution speed, generated both by customer preferences, increased charging time at the expense of the time required for productive activity, and by the capacity of the electricity grid and the reduced charging infrastructure geographically throughout Romania.

Taking into account the aspects mentioned above, as well as the close link with partners in the value chain upstream (car suppliers) and downstream (short, medium and long term customers) and with public authorities, we considered that the indicator that can best quantify both our activity and the relationship with the above mentioned partners is the WLTP (Worldwide Harmonised Light Vehicle Test Procedure) value measured in gCO<sub>2</sub>/km, available for each individual car based on manufacturer information and official documents of each car.

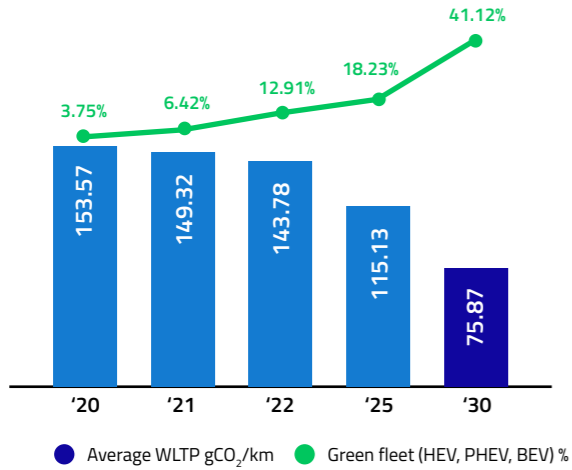
As a result, the environmental impact reduction scenarios over the 2020 – 2030-time horizon have taken as KPI the average WLTP of the active operational fleet, rent-a-car and operational leasing, at the end of each year.

The evolution of this WLTP indicator and progress towards the targets can be found in the following table:

Operational fleet at the end of the year	Reference 2020	Actual 2021	Real 2022	Objective 2025	Target 2030
Average WLTP CO <sub>2</sub> /km	153.57	149.32	143.78	115.13	75.87
% discount	-	-3%	-6.4%	-25%	-51%

In terms of the share of low-emission cars in the total fleet and progress towards targets, there is a significant increase by 2022, achieved by integrating the first batches of electric cars into the operational fleet.

Year /	2020	2021	2022	2025	2030
HEV, PHEV, BEV fleet	3.75%	6.42%	12.91%	18.23%	41.13%
of which, electrical	0.49%	1.68%	2.21%	9.43%	27.39%



### Scope 1

#### Input data

- Petrol consumption for the company fleet
- Diesel consumption for the company fleet
- Natural gas consumed for heating



### Scope 2

#### Input data

- Electricity consumption

### Scope 3

#### Input data

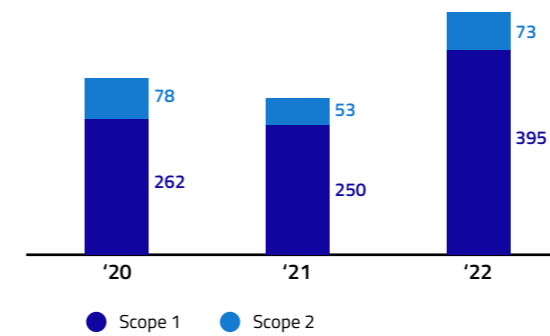
- Gasoline used for customers fleet
- Diesel used for customers fleet
- Electricity used for customers electric fleet
- Number of tyres used for the company fleet
- Number of tyres used on customers fleet
- Quantity of oils used for company fleet
- Quantity of oils used for the customer fleet

### Total GHG emissions (tCO<sub>2</sub>)

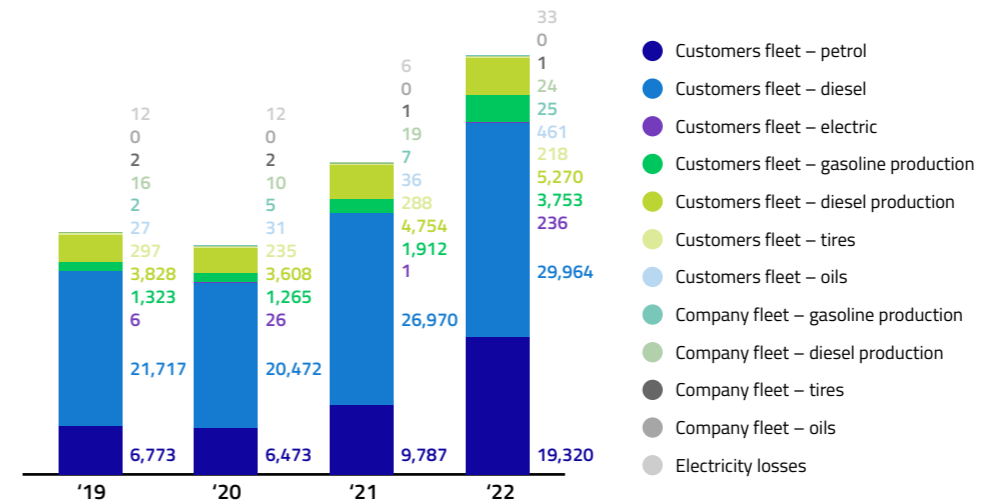
Source of emissions	Unit	2020	2021	2022
Scope 1	tCO <sub>2</sub>	262	250	395
Scope 2	tCO <sub>2</sub>	78	51	73
Scope 3 *limited	tCO <sub>2</sub>	37,909	43,780	58,890

<sup>1</sup> Note: We used the WRI & WBCSD Corporate Accounting and Reporting Standard for calculating the GHG (greenhouse gas) inventory.

### Total GHG Emissions (tCO<sub>2</sub>)



### Emisii GES, Domeniul de aplicare 3 (tCO<sub>2</sub>)



## Effectiveness of actions taken

According to what was mentioned in the energy chapter, in 2022 we produced 50.28 MWh at the Piatra Neamt prosumer site and obtained 28 other compensations

in the form of certificates of guarantees of origin equivalent to 18.21 MWh. This amount can offset 32% of the 73 tCO<sub>2</sub> GHG emissions related to Scope 2, namely 23.55 tCO<sub>2</sub>.

Our collaboration with OMV Petrom and their partnership with Climate Partner has also enabled us to offset some of the direct emissions related to the fuel rolled through this supplier. From March 2021 to date, we have received carbon certificates in the equivalent of 8,578 tonnes CO<sub>2</sub>e, of which in 2022, the equivalent of 4,475 tonnes CO<sub>2</sub>e.



As the fuel turnover is generated by direct use of the operational fleet, we consider that this value can partially cover the GHG emissions related to Scope 3,

of course only as a supplementary measure to the efforts to reduce the negative impact of fleet size and the transition to a low emission fleet.

Total possible offset 2021

**3,973** tCO<sub>2</sub>

Total possible offset 2022

**4,475** tCO<sub>2</sub>

## Certificate

Partner in climate action



**AUTONOM SERVICES SA**  
utilizează produse OMV neutre din punct de vedere climatic

This certificate confirms the offset of carbon emissions by additional carbon offset projects.

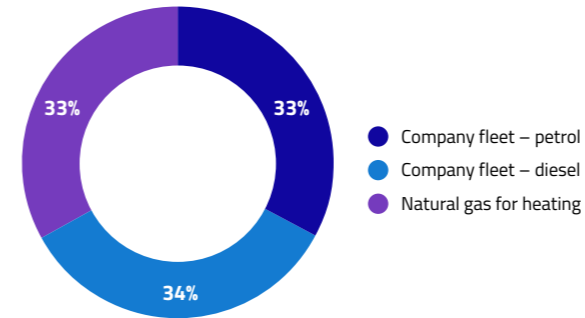
CO<sub>2</sub>-equivalents  
**3,972,702 kg**

Supported offset project  
**Multiple projects**

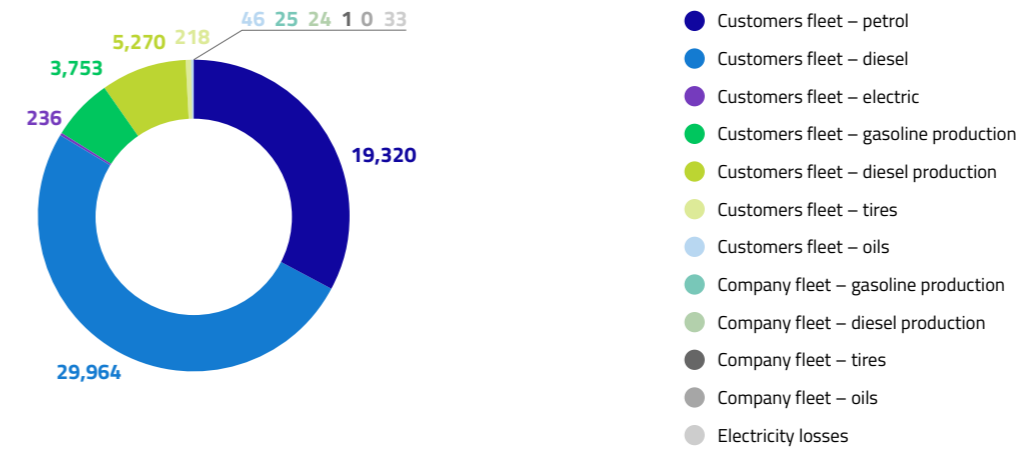
ClimatePartner-ID  
**14866-2103-1005**

Use the following URL for more information about the offset and the supported carbon offset project:  
[climatepartner.com/14866-2103-1005](https://climatepartner.com/14866-2103-1005)

### 2022 GHG Emissions, Scope 1



### 2022 GHG Emissions, Scope 3 (tCO<sub>2</sub>)



In 2022, diesel cars are responsible for 51%, petrol cars for 33% and electric cars for 1% of total Scope 3 GHG emissions. 15% of our Scope 3 emissions are related to the production of diesel and petrol fuel used by our customers, while less than 1% are emissions related to oil and tyre use.

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 for the moment by electric cars alone. However, their share in the total decreased from 60% in 2021 to 46% in 2022.

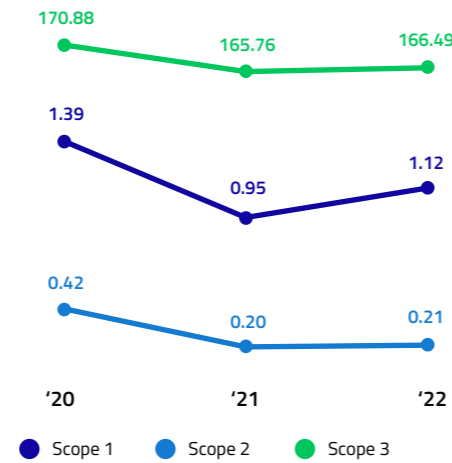
**Our main source of emissions remains Scope 3, responsible for more than 99% of total emissions at Autonom.**



**An important observation to note is the decrease in the intensity of emissions per km, namely, the total kilometres travelled by our customers increased by 88% in 2022 compared to baseline 2020, while the increase in emissions related to the fleet used by them was limited to 83%. This efficiency improvement confirms the downward trend required to achieve medium and long-term targets around emissions and gives us a better perspective of where we have the greatest indirect impact.**

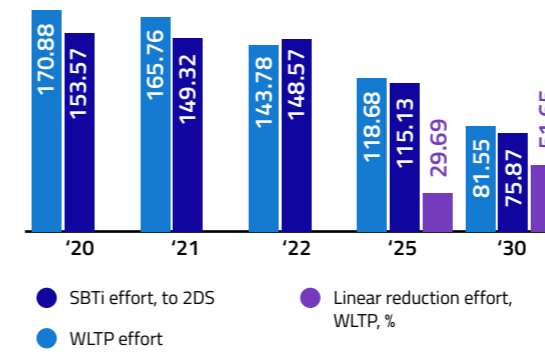
In 2023, we will intensify our focus on transitioning to a greener fleet with less impact on the environment and we are confident that we will close the current gap to the annual interim targets estimated in the Sustainability Strategy.

**Total GHG emissions (gCO<sub>2</sub>/km)**



Regarding the alignment with the SBTi (Science Based Targets Initiative) scenarios on environmental impact reduction, given the Target modelling for 2DS (2 degrees Celsius), in line with the SBTi transport calculation tool (<https://sciencebasedtargets.org/sectors/transport>), we have updated the calculation by including data for the active operational fleet at 2022 level:

**Comparative analysis WLTP vs SBTi**



The benchmarking analysis shows the potential intensity reduction needed for our fleet emissions and the main areas that need to be considered for fleet substitution to meet the compliance rate required by the EU Directive and create added value for the reduction of our total footprint. This comparison considers direct linear decrease options for WLTP and could reflect a potential substitution effort.

This analysis confirms the downward emissions trend for the 2022 operational fleet, like the other results presented above.







# People and community

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

Through all the actions we take, we want to actively contribute to improving the quality of life of our employees and to be part of the communities in which we belong to.

In 2022, more than 300 colleagues chose to volunteer, dedicating 808 hours to educational projects in their communities.

Staff retention rates increased in the last 3 years from 56.33% in 2020 to 68.35% in 2022.

Evolve Daily is our motto. The two core elements that help us keep our vision focused towards continuous evolution, agility and resilience are reading and volunteering.

We continued to support projects (culture, environment, sport, education) in the amount of 1,243,076 lei and supported 52 organizations.



# 5. 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. Evolve Daily is our motto and through the activities of our employees both inside and outside the company, we have an impact on the environment, society and the economy. That's why we believe that personal development and a constant focus on encouraging their development ensures the long-term success of our business. And the two core elements that help us keep our vision focused on continuous evolution, agility and increased resilience are reading and volunteering.

We provide a dynamic and flexible work environment because we want to provide balance and create opportunities for our employees through the benefits we offer.

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

## Our projects and programmes in education make a substantial contribution to the Sustainable Development Goals, as listed below:

### Aligning the SDGs

Our PSOs contribute to the following SDGs:



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

4.4: By 2030, achieve a substantial increase in the number of young people and adults with relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship



8.3: Promoting policies to support job creation and business growth

8.6: Promoting youth employment, education and training of young people



## Pillar – people and community

### Objective / target 1

**PEC 1 – Community involvement in education, developing high impact projects. Investment of minimum 2% of profits in community projects.**

% Total euros invested from net profit

15

>2

2.02

- Educational workshops
- Scholarships and prizes
- Sponsorships Clubs, Hubs, Trips
- Equipping schools and kindergartens with teaching infrastructure, furniture, libraries
- Book printing support
- Become AutonOM school project

### Objective / target 2

**PEC 2 – Evolving. Daily. Employee personal development.**

Average number of training hours per year/employee

38.6

50

51.24

- A new series of LSI 1 and 2 tests (The Lifestyles Inventory)
- Extend external coaching
- Education programs: BISM – Fast Track MBA, Trend (Leadership Journey, Management Journey), TBF Management, Points of You
- Specific courses: English, excel, project management, customer care, consultative sales
- Certifications/specialisations: damage assessor, SSM, ESG advisor
- Encourage support for internal training (e.g. IQF – Financial Intelligence, Preventive Management, Project Management, working groups on specific topics)
- Continuing internal initiatives (e.g. Book of the Month, Innovation of the Month, Daily Book Recommendation, Project ED – Evolve Daily, Omul din spatele AutonOM)

- Objective / target
- Key indicators /KPIs
- Initiatives launched
- Reference year 2020
- 2022 Objective
- 2022 Actual



# 5.1. Employee Well-being and Development

Attracting and retaining talented people is achieved by providing a friendly and safe working environment, where a positive attitude is key to the well-being of our employees. We emphasise personal development as a daily practice and focus on this in our half-yearly appraisals.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Employee Well-being and Development	Employees play a vital role in the success of our business. Providing a friendly and safe working environment to attract and retain talented people to our team is key to increasing productivity and the long-term success of the company.	Employees' personal development and job satisfaction contribute to a better quality of life, as they can grow within the organisation and as members of their communities.	Employee well-being can contribute to how employees manage the responsible use of internal resources. The human factor and related risks can often contribute to an undesirable negative environmental impact through inadequate management of internal processes such as energy consumption, waste management or subcontractor management.



## Managing the impact

### Our team:

We believe that it is the people in our teams who keep our company agile, which is why we continuously invest in their education and development, driving their continuous evolution. We are aware that the company's performance would not be possible without the work of a united team, made up of people who embrace the Autonom vision, guided by solid values, committed to our customers and the communities they are part of. Their activities have an impact on the environment, society and even the economy, contributing to the company's image. That's why we want to attract people who are Autonom and capable

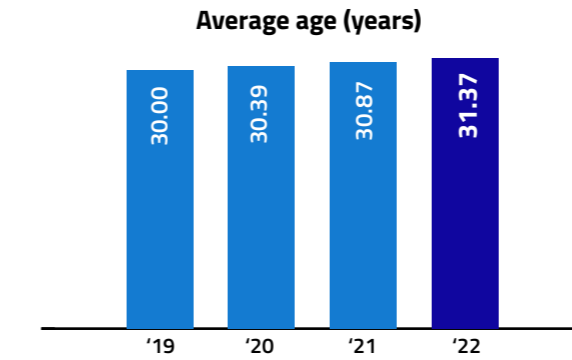
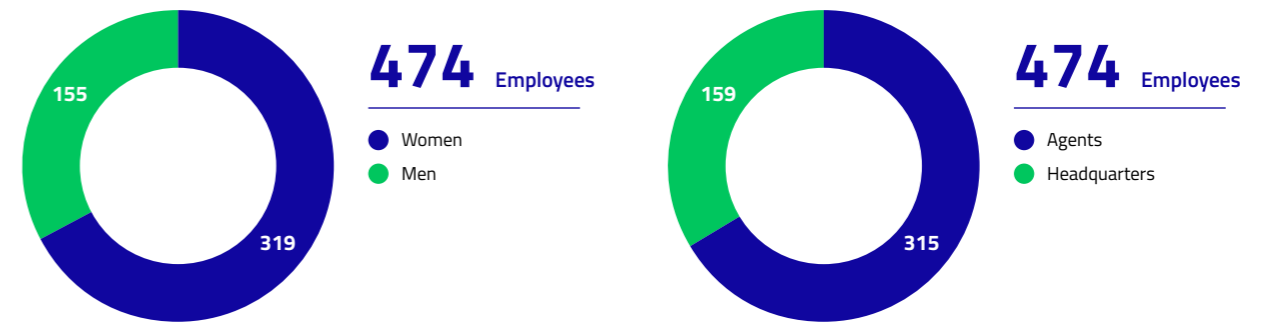
of performing, while maintaining equal opportunities for all, regardless of sexual orientation, religion, gender, membership of vulnerable groups or other issues.

At Autonom we promote a friendly and cooperative work environment where our employees feel respected and valued. Our organisational and operating model is based on small teams, autonomy, flexibility, transparent communication and decentralised decision making and this allows us to act and implement solutions quickly. To this end, we develop programmes for employees' professional and personal development, career and leadership plans and update our benefits list annually.

We aim to maintain a balance between opportunities and risk mitigation for both the business and employees, and therefore our approach aims to provide ongoing education and training programmes for personal and professional development, respect for diversity and equal opportunity issues, employee satisfaction and loyalty through benefits, fair remuneration policies and ensuring an environment that respects health and safety conditions in the workplace.

Our team is growing year on year. Thus, compared to 370 employees with active contracts on 31 December 2021, at the end of 2022 the Autonom team consisted of 474 employees, of which 32.7% were women, and the average age was 31.37 years. Administratively, employees are grouped as active staff in Territorial Agencies and Headquarters/Region (Bucharest and Piatra Neamt).

### Number of employees at the end of 2022:



### Classification of employees, according to working hours:

Year	2021			2022		
	Men	Women	Total	Men	Women	Total
Full time	251	117	368	318	153	471
Part time	1	1	2	1	2	3
<b>Total employees</b>	<b>252</b>	<b>118</b>	<b>370</b>	<b>319</b>	<b>155</b>	<b>474</b>

Most employees are involved in operational activity at the local agency level (66.03%), while the rest (33.97%) are staff of the departments located in the two headquarters in Bucharest and Piatra Neamt.

Of the total number of full-time employees, 10 persons are engaged in different operational activities in Autonom, but have signed employment contracts with another entity, they are transferred for various activities to Autonom for a contractual period of 2 years.

**Classification of employees by employment contract:**

Year	2021				2022			
	Headquarters		Agents		Headquarters		Agents	
Gen	Men	Women	Men	Women	Men	Women	Men	Women
Permanent	57	72	196	45	46	90	244	94
Fixed term	0	0	0	0	0	0	0	0
<b>Total employees</b>	<b>57</b>	<b>72</b>	<b>196</b>	<b>45</b>	<b>46</b>	<b>90</b>	<b>244</b>	<b>94</b>

During 2022, we had 2 colleagues employed for a fixed period but who were no longer active at the end of the year.

**Collective bargaining and employee representation**

Employees' rights are laid down in the Collective Labour Agreement and are based on the combination of company values with the legislation in force. The respect of all employees' rights goes hand in hand with the respect of Autonom's values:

- 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 every day.
- We support diversity and equality.

We support diversity and equal opportunities, and all employees benefit from working conditions appropriate to the work they do. Through our policy, we ensure that there is no discrimination in recruitment, hiring and promotion based on gender, marital status, sexual identity, religion, political options, ethnicity, race, nationality, genetic characteristics, age, etc. The company's internal rules include, among other things, rules on compliance with the principle of non-discrimination and the elimination of any form of violation of dignity.

The collective agreement regulates issues such as the rights and obligations of employees and the employer, and includes, among other things, the notice period, provisions for consultation and bargaining, while respecting

the important principle of equal pay for equal work. The policies we have developed in this respect consider human rights, diversity and equal treatment issues, based on the UN Bill of Rights and the International Labour Organisation conventions to which the UN Global Compact principles have recently been added.

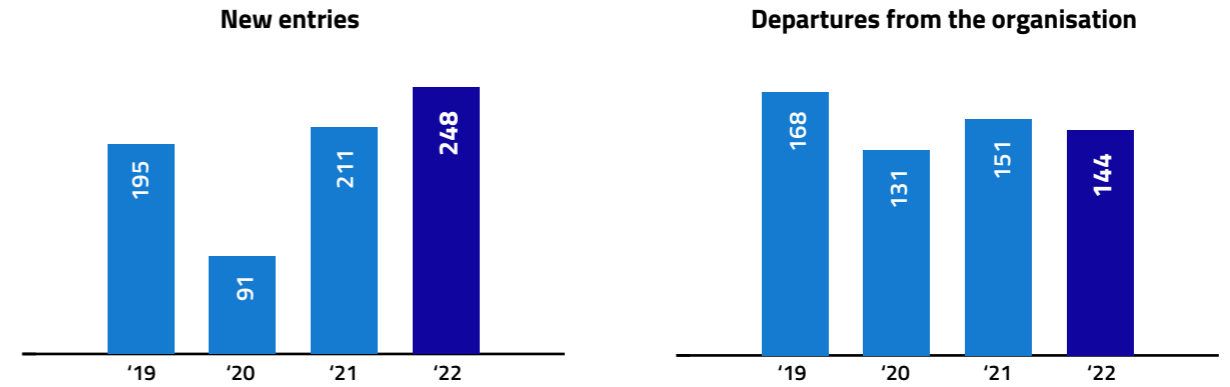
Thus, no incidents of discrimination were recorded in 2022. We intend to intervene if any principle is not respected and to take appropriate action in any concern expressed from this category.

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 Labour Code and, implicitly, those of the Collective Labour Agreement, i.e. 20 working days for executive positions and 45 working days for managerial positions.

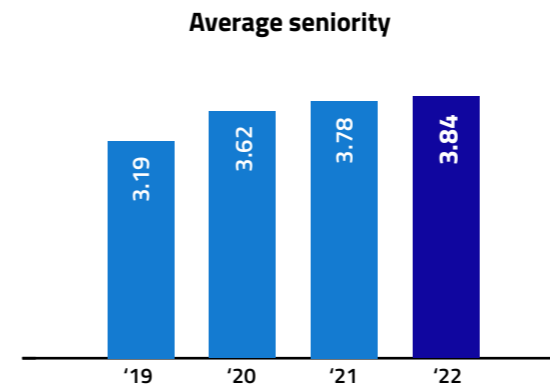
Autonom employees are not organised in a union but have 4 employee representatives.

**Staff turnover**



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

Seniority	Total 2021	% 2021	Total 2022	% 2022
Less than 1 year	128	34.59%	176	37.13%
Between 1 and 3 years	104	28.11%	105	22.15%
Between 3 and 5 years	47	12.70%	57	12.03%
Between 5 and 7 years	35	9.73%	38	8.02%
Older than 7 years	55	14.86%	98	20.68%
<b>Total employees</b>	<b>370</b>	<b>100%</b>	<b>474</b>	<b>100%</b>



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 the agency level, in the male, under 30 category, mostly in "entry level" customer service agent positions.



Staff turnover by category 2022

Gen	New employees		Employees who left	
	Number	Percent	Number	Percent
Women	62	25%	22	15%
Men	186	75%	122	85%
Age group	Number	Percent	Number	Percent
Under 30	192	77.4%	109	75.7%
30–50 years	50	20.2%	34	23.6%
Over 50 years	6	2.4%	1	0.7%
Location	Number	Percent	Number	Percent
Headquarters	67	27%	19	13%
Agents	181	73%	125	87%
<b>Total</b>	<b>248</b>	<b>-</b>	<b>144</b>	<b>-</b>



The staff retention rate, calculated according to the formula below, has increased over the last 3 years from 56.33% in 2020 to 68.35% in 2022.

Departures from the organisation at the 2022 level have been amicable and colleagues who end up in this situation are asked to go through an exit interview and provide us with feedback including on their interaction with colleagues, reasons for leaving, what they could further apply from what we have learned together and what they think should be changed or improved in Autonom. Colleagues' responses are collated and analysed monthly by the management team to integrate the feedback received into future work.

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

	Retention rate %
2020	56.33%
2021	59.19%
<b>2022</b>	<b>68.35%</b>

Training and professional development

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. All employees are people with completed or in the process of completing a university degree.

courses or specialisation and refresher courses in specific areas (GDPR, SSM, sustainability, damage assessment agents etc.), as well as development programmes derived from the organisation's strategy and aligned with the organisational culture, which aim to strengthen employees' leadership skills and increase their involvement.

The planning process for organising training programmes includes both aspects such as legislative requirements related to certification and periodic authorisation for our field of activity, activity-specific qualifications, first aid

There is no human resources department in the Autonom group. Managers devote 30% of their time to employee development and HR activities.



Effectiveness of actions taken

2021

4,710 courses

19,818 hours of training

Target training hours  
116.05%

2022

8,405 courses

31,718 hours of training

Target training hours  
102.5%

Number of training hours for the year 2022 at position level in the organization:

Hierarchical level in 2022	Number of courses	Number of hours	Number of people	Male	Female
Senior Management	350	300	3	3	0
Middle Management, Departments	393	1.513	11	4	7
Middle Management, Agencies	649	1.926	27	19	8
Other functions, Departments	2.955	10.469	177	69	108
Other functions, Agencies	4.058	17.510	401	340	61
<b>TOTAL</b>	<b>8.405</b>	<b>31.718</b>	<b>*619</b>	<b>435</b>	<b>184</b>

Note: \*619 = total number of employees, including those who were no longer active until the end of 2022

**Average training hours over 2022, available by gender:**

Training 2022	Number of employees	Number of training hours	Number of courses	Average number of hours/employees
Women	184	11,772	3,413	63,98
Men	435	19,946	4,932	45,85

During 2022, employee training was mainly conducted through online sessions – training, webinars, workshops, and these were delivered by both external providers and colleagues acting as internal trainers.

Evaluation of the quality of the training and the satisfaction of those who participate in the training programmes is carried out after each training session. The aspects we consider are both the quality of the course content and material and the trainer’s training and availability.

Examples of external course / programme 2022	No. of course hours
English courses	1,206
BISM (Bucharest International School of Management) – Fast Track MBA	840
TREND (Leadership Journey and Management Journey)	342
Individual coaching courses	211
Sustainability School – Embassy of Sustainability	11
Customer Care	44

**Case Study Competition 2022** – This is a two-day academic competition in which teams of up to 6 participants receive a case study. On the second day each presents their own solution proposal and the winner goes on to the next stage in another country. During the competition, no one has access to the internet or telephone and discussions and presentations are in English only. The six colleagues who took part confirm that it is a challenging phase but also an unparalleled learning experience.

**BISM** (Bucharest International School of Management) offers the condensed MBA experience in a specially developed version, the Fast Track MBA. The programme lasts 21 days over 4 months and is built on the interaction and added value brought by the lecturer meeting other participants, seniors, managers and entrepreneurs from different industries. It is a mix of theory and practical exercises that provides the necessary information for a manager adapted to modern requirements. In 2022, 5 colleagues attended this programme.

**TREND Leadership Journey (TLJ), Management Journey (TMJ).** TLJ and TMJ are longer-term training programmes of six months, where the learning process starts from personal interest and contains a part of interaction with other participants, inside or outside the organisation, to expose people to a wider environment. It consists of several modules, with aspects of consultancy and experiential learning methods aimed at provoking powerful discoveries on a personal level. The TLJ was attended by 3 colleagues who have more than one person in their team, and the TMJ was extended to those who have only one person in their team, with 8 colleagues completing the module.

**SustainAbility School:** is a sustainable management education program, dedicated exclusively to employees of member organizations of the Sustainability Embassy in Romania, through the Sustainable Romania Coalition program. Each week, during online meetings with a specialist, a theme from the 17 Sustainable Development Goals is addressed. The objective is to facilitate the transfer of know-how on sustainability issues between members of the Sustainable Romania Coalition and Romanian and foreign specialists from the private, public and non-profit sectors. In 2022, the participation of colleagues was by personal registration and since 2023, this program has been included in the weekly training schedule, as an external course.

**Internal programme/initiatives: How do we ensure that we are evolving 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. Internal development can lead to advancement to new hierarchical positions, which brings new challenges but also rewards.

**In-house trainings, supported by employees.** Starting from the premise that we learn best by teaching, anyone can hold courses in the company, on a chosen topic of interest. Our in-house programmes include language courses, specific courses for defined departmental needs, project management, and preventive leadership courses as most of our colleagues, drive.

Examples of courses/projects offered internally by employees/hours 2022	No hours
Project Management	50
Preventive driving	48
Points of you	40

**Books read**

Autonom recommends reading as part of daily pursuits and personal and professional training and all colleagues are encouraged to read at least one book a month, with general topics including business, psychology, or personal development books and every colleague has the opportunity to recommend a favourite title on their business cards. The number of books read by our colleagues is increasing every year and we consider this as a confirmation

Examples of courses/projects offered internally by employees/hours 2022	No hours
Sustainability training	10

Because the topic of sustainability plays an important role in our company’s education and training programs, we have included insights on general and specific sustainability topics in specially developed programs. “Internal training on sustainability topics” is a pilot project supported monthly since March 2022, through which the Sustainability department creates the right context for learning about sustainability. Participation is free for all colleagues, regardless of position in the company, scheduled in the calendar, supported via the zoom platform and colleagues who do not participate live can watch the recordings. The topics discussed were related to themes such as Autonom’s sustainability strategy and objectives, food waste, selective collection, the “Plastic free July” initiative, adopting responsible habits, etc. Occasionally, we enjoyed the presence of guests from different specific organizations, such as EBRD (European Bank for Reconstruction and Development), represented by Răzvan Dumitrescu, Raluca Nan and Raluca Badau), Sustainability Embassy in Romania, represented by Oana Groșanu, Executive Director and Teodora Ghenciu (eEco).

of the sustainable development of the company. On the company’s website there is a list of recommended books and occasionally we offer to our customers, including as a Christmas present, a selection of new books, which we choose to publish together with Publica publishing house. This is another way in which we contribute to promoting reading and the everyday development of our colleagues,partners and everyone around us.





**Other examples of internal initiatives:**

**Innovation of the month**, a project where employees can express their ideas that have a direct impact on the evolution of the company. Every month we collect, select and implement innovation proposals received from colleagues. In 2022 we had a total of **1,529** innovations proposed by our colleagues.

**Monthly Team Meetings** have a mandatory component of learning and interaction between employees to strengthen the team and share best practices. Through these, we ensure the perpetuation of the defining elements of the Autonom culture and related management principles: discussions about centralizing numbers for good applied financial education, icebreakers for better team bonding, discussions about monthly books and innovations to maximize their impact and usefulness, the recommended learning element of each such meeting whereby anyone can teach anyone anything, even if it is not directly related to the business side.

**The daily book recommendation** is another internal initiative to encourage reading and sharing of ideas discovered in books. Each day, one colleague hands over the baton to another nominated colleague to pass on ideas from a book that impressed him/her. In 2022, 246 books were recommended by our colleagues.

**Project ED**, derived from the motto Evolve Daily, is another succinct, daily learning opportunity delivered in the form of an internal newsletter. This initiative started 3 years ago, and each nominated team can choose a weekly theme from a predefined list (Organisational Culture, Team Building and Leadership, Wellbeing, Communication and Customer Care, Time Management, Organisation

and Habits, Financial Intelligence) or propose a customised theme. Colleagues' contribution to the "growth" of this project is to write about an idea they have recently discovered in a book they have read / in a course, or which has arisen because of a revealing moment in their personal experience. To enhance interdepartmental interaction, each team involved can nominate another team. In 2022, 233 episodes were submitted, with an average open rate of 52.20%. At the same time, because of three years of project continuity thanks to the colleagues involved, in November 2022, the most active colleagues with the most episodes written enjoyed their first bootcamp. The bootcamp was both an occasion for joy and reunion of colleagues from multiple teams and an opportunity for introspection and learning through the activities and external guests.

**OMul din spatele AutonOMului (The man behind AutonOM)** is a series of interviews with our colleagues, with the aim of getting to know each other and learning from each other's personal experiences.

**#PortretedeAlergător (Portrait of a runner)** an internal communication project through which we find out the stories of our colleagues who never miss an opportunity to participate in the sporting events we support, under the slogan: 'Running for education.'

**#LearningTipofTheWeek** a weekly newsletter we send to our customers and subscribers in our communities. It contains learning pills about leadership, values, organisational culture, best practice examples, fresh air for the mind from remarkable people, valuable ideas from books, and information on how we can talk about #sustainabilitywithresponsibility, for the #evolution of the people.

6 months and is transparent (it provides clear and precise rules on evaluation and grades are given), objective and fair. From 2023 onwards, we want the retrospective part of the evaluation sheet to be automated as an export from the internal HITS monitoring system.

**Performance Evaluation**

Performance evaluation is carried out for all Autonom employees, regardless of position, with the direct manager and the system is laid down in the Collective Labour Agreement. The evaluation is based on performance and development objectives, with operational objectives, personal development objectives and social involvement objectives. The evaluation process takes place every

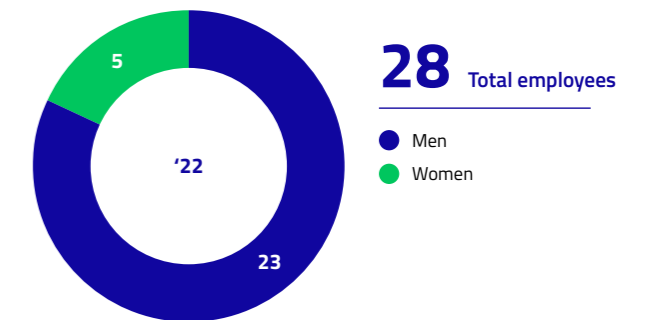
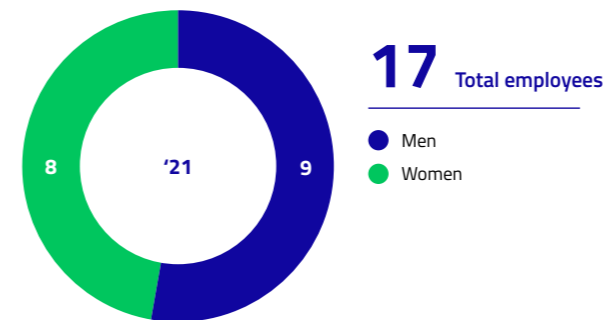
**The evaluation sheet contains the following evaluation criteria:**

- performance and job specific tasks (accomplished vs. proposed),
- books (read vs to read),
- courses, trainings, new skills,
- proposed learning objectives for the next 6 months,
- values,
- proposals for innovation, improvement,
- community involvement and
- team data (only for those who have other colleagues in subordination)

Based on the results of the assessment, as well as the conclusions of the development dialogue, development needs are identified and then included in a **personalised 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 programmes are implemented to develop the professional and personal skills specific to a position.

**Number of employees promoted and change of function**



**Recruitment**

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. Our benefits extend to the opportunity for professional growth.

We have developed an onboarding programme, tailored to each business area, which includes role-specific training, settling into the wider Autonom team, understanding the organisational culture, existing policies and working procedures, 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 their line 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 organisation, as we want learning to be an integral part of the daily routine, we discuss the training plan and recommended books for the first few months of work. 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.

In 2022, we organised 10 national team buildings with 266 colleagues from different departments and regions. The 10 team buildings were held with the aim of improving communication between remote colleagues with their counterparts, optimizing operational tasks and working procedures, getting to know colleagues on a more personal level to mitigate conflicts.

# 5.2. Employee Health and Safety

The needs of our employees, who play a vital role in the success of our business, are met with the equipment, devices and instructions needed to ensure a safe workplace.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Employee Health and Safety	The safety of colleagues is very important to us. Therefore, we always pay attention to their needs in terms of equipment, devices and instructions to ensure a safe and legally compliant workplace.	We take care to ensure a safe working environment for our employees, with minimal risk of accidents, injuries or occupational diseases which are important for their work and quality of life. The physical and mental safety of our employees is very important for them to feel safe at work. We strive to raise awareness of the importance of staying healthy and provide employees with training, education and medical services tailored to their needs.	Negative influences can occur through mismanagement of equipment, vehicles or in waste selection processes.



## Managing the impact

The safety of colleagues is very important to us. That's why we are careful to ensure a safe working environment for our employees, with minimal risk of accidents, injuries or occupational diseases, and we always pay attention to their needs in terms of equipment, devices and instructions to ensure a safe workplace.

Internally we have developed and implemented an occupational health and safety management system in accordance with ISO 45001. It encompasses all operational processes in which Autonom employees are directly involved. All employees are covered by this management system in terms of complementary procedures for risk identification, assessments, communications, training, internal audit, control and monitoring, legal compliance and compliance with other requirements, management review and HSE management plans.

Based on this standard we have developed a structure of internal procedures in which we have assimilated and included the legal aspects of occupational health and safety requirements. On the other hand, this set of internal procedures helps us identify applicable legal requirements, comply with them, establish a consistent internal process for risk identification, assessment and communication. The system based on the international standard is useful internally for the traceability of HSE information as well as for the continuous improvement of operational processes to keep HSE risks under control. The more so as this management system is audited internally at least once by a second party and once by a third party, audits that certify the fulfilment of the applicable requirements of the standard and operational compliance with them.

At Autonom, we comply with specific national legislation and minimum health and safety (MHS) 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 organised 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 managed to make the transition to digitalized training from 2022. The risk assessment process leads to a Prevention and Protection Plan based on which we internally develop specific prevention initiatives. In addition to specific trainings addressed to mitigate risks we run specific awareness trainings to reduce or eliminate risks at operational level.

- We have an occupational medicine contract with our partner clinic MedLife. Under this contract all regular medical check-ups of employees are carried out, and on request employees can request specialist medical assessments from specialist doctors, according to the medical analysis and specialize medical checks included in the contracts.

During the meetings of the Occupational Health and Safety Committee (OHSC), legal aspects and requirements regarding labour protection rules, problems encountered by employees are discussed, but at the same time actions to prevent employees from getting sick according to the recommendations of the occupational medicine doctor appointed by the partner clinic. Once a year the occupational doctor presents the medical assessment report for Autonom during the CSSM meetings, addressing critical points if they exist. Employees can address and raise important HSE issues in these CSSM meetings by addressing them directly to employee representatives. Preventive actions established in the CSSM are addressed internally through internal processes by departmental leaders to prevent risks at operational level. CSSM meetings are held quarterly with active participation of members.



## Effectiveness of actions taken

In 2022, like previous years, there were no occupational accidents, occupational illnesses or fatalities attributable to workplace risks or hazards.





# 5.3. Working Conditions

We provide the best solutions about ensuring proper working conditions for our employees. We customize and equip all our work areas with the materials necessary for our field of business.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Working Conditions	Our organisational culture emphasises continuous people development which helps us to understand operational approaches, streamline work, gain autonomy where it is needed. All this actively contributes to the company's economic performance, believing that the company's most important stakeholder is the employee.	We emphasise a relaxed and friendly atmosphere in the workplace, believing that a positive attitude is the key to our employees' well-being.	Providing optimal working conditions allows employees to focus on work efficiency by paying attention to issues that can lead to negative environmental impact. Employees are trained to be proactive and environmentally friendly.



## Managing the impact

We provide the best solutions about ensuring proper working conditions for our employees. We customize and equip all our work areas with the materials necessary for our field of business. We pay attention to the conditions in which they work and to the aspects that can lead to less stress in the workplace and create a relaxed atmosphere. The infrastructure of the office spaces is friendly and ergonomic, with relaxation 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 and during lunch breaks. Depending on the location, employees have access to coffee, tea, fruit, or natural juices.

Being sure that a positive attitude is the key to employees' well-being, we emphasize a relaxed and friendly atmosphere at work. We also show openness when it comes to development needs and are careful to consider everyone's professional development goals. We have a training budget available for all employees and emphasise development as a daily practice. We evolve every day and track everyone's progress in our six-monthly appraisals.

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 our biggest challenges.

What we set out to do:

- Increase the number of education and training programmes for employees;

- Increased involvement in community development;
- Promote education by supporting specific programmes.

2022 was another year in which we took full advantage to accelerate the learning and development process of the team.



## Effectiveness of actions taken

### Employee benefits

"We are a team. Respect, common sense and a smile are our secrets" and that's why 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.

We have an additional insurance for colleagues who are Customer Service Agents, which covers accident and hospitalisation. The insurance is paid in full by the Autonom.

**In addition to the salary component, we also offer employees a range of benefits tailored to their role in the company:**

- Annual bonuses;
- Benefits such as meal vouchers, private health insurance for all employees, private pension packages;
- Pillar III pension fund – the company doubles the amount up to a maximum of 160 lei;
- Paid days off for special family events;
- Reimbursement of travel expenses to/from work and 50% of the gym membership;
- Unlimited access to Autonom libraries;
- Participation in sporting events and marathons;
- Preferential car rental rates



## Parental leave

All employees are entitled to parental leave, regardless of gender. We want to encourage a work-life balance and make it easier for employees to adjust to returning to and reintegrating into work after parental leave.

As confirmation, 16 employees requested and received parental leave in 2022, of which 9 employees returned to work after the end of parental leave in previous years.

	2021	2022
<b>Total number of employees who benefited from parental leave</b>	<b>5</b>	<b>16</b>
Women	5	15
Men	0	1
<b>Total number of employees returning from parental leave</b>	<b>4</b>	<b>9</b>
Women	4	8
Men	0	1

## Employee remuneration procedure

Employee satisfaction and development is critical to the success of our business and that's why we invest in quality of life at work. We offer a range of personalised benefits because we want them to be confident in achieving their professional and personal goals and these aim to reward performance, autonomy, job security and initiatives that help us be better every day.

Performance evaluation is conducted every 6 months within each department, following a Scorecard that has well-defined categories of goals achieved vs. goals proposed, books read, courses/trainings completed vs. proposed, and community involvement. Results are discussed with managers to develop planning for the next period using the systems approach method.

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

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

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

# 5.4. Diversity, Equality and Human Rights

We encourage diversity and do not tolerate any hostile behaviour in this regard. We treat this subject with the utmost care and ensure that human rights are always respected in our company and in other external contexts. We value gender equality and have a strong position on women in leadership positions.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Diversity, Equality and Human Rights	Our business respects the principles of responsible conduct, equality, diversity and human rights in accordance with national legislation and uses internationally developed principles as a benchmark.	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.	When it comes to diversity, equality and human rights, all our employees are treated equally. Educating, informing and training them is essential and access to this is achieved and facilitated by our internal mechanisms. Our employees are constantly made aware of how their actions can have a negative impact on the environment. Proactivity is essential and we encourage responsible behaviour within our operations.



## Managing the impact

We ensure that we have a dedicated management team with the necessary expertise and experience required by the business. We are open to diversity, attracting people interested in open management positions at year level and giving equal opportunities to all regardless of age, gender or nationality. What is most important to us is the balance of experience, expertise, skills and attitude combined with synergies with the company's values.

Employees in management positions and change from previous year's level:

Employees in management positions	2021		2022	
/ of which:	Number	Age 30-50 years	Number	Age 30-50 years
Women	16	15	15	13
Men	22	21	26	22
<b>TOTAL</b>	<b>38</b>	<b>36</b>	<b>41</b>	<b>35</b>

We have maintained a good ratio of employees in management positions in 2022, with a gender diversity of 35% women and 65% men. The sector of activity, as well as the specific requirements for operational functions,



such as the willingness to make numerous or extensive trips to the field, may explain the preference of men to apply for these positions.

Distribution of employees by age and gender and change from previous year's level:

	2021	2022
<b>Under 30</b>	<b>201</b>	<b>258</b>
Women	52	63
Men	149	195
%	54.32%	54.43%
<b>30–50 years</b>	<b>165</b>	<b>195</b>
Women	65	82
Men	100	113
%	44.59%	41.14%
<b>Over 50 years</b>	<b>4</b>	<b>21</b>
Women	1	10
Men	3	11
%	1.08%	4.43%

### Diversity, Equality and Human Rights

At Autonom, we accept and encourage diversity and do not tolerate any hostile behaviour in this regard. We focus on promoting a diverse employee structure where employees have equal opportunities, including equal pay for all genders. We also aim to maintain a workplace free from 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 to be disadvantaged. We will always treat this with the utmost care and ensure that human rights are always respected within our company and in other external contexts related to our company.

Our practices and policies are based on the International Labour Organization (ILO) Convention, the Universal Declaration of Human Rights and the 10 Principles of the UN Global Compact and we strictly condemn any form of physical abuse or threat of violence, sexual, physical or psychological harassment, forced labour or exploitation of minors.

### Combating 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.



### Effectiveness of actions taken

Colleagues are encouraged to make a complaint if they feel that an unpleasant situation may occur at work. No incidents of discrimination were recorded in 2022 and we are prepared to act if a concern is raised.

Our policy against modern slavery and human trafficking can be found on our website at the following [link](#).

At the level of 2022, we had no reported incidents of discrimination or incidents related to human rights violations. So, their number was zero.

# 5.5. Community Involvement

Our responsibility to engage with the community has materialized through CSR campaigns run directly by Autonom or indirectly through the Autonom Foundation. Our employees are also constantly involved in educational, social and sports projects.



## Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Community involvement	By getting involved in social projects both internally and externally we contribute to the economic well-being of the communities we serve and create long-term partnerships that are beneficial to all parties involved.	We offer support in various forms, including financial support for actions that support education projects, business-entrepreneurship, environmental awareness, sports, arts or even direct support to local communities. We collaborate and support NGOs with whom we share common values, developing projects together or providing them with mobility services, thus expanding the scope of positive social impact.	We support or initiate CSR projects in our communities related to environmental awareness, but also to the development of green infrastructure and energy to contribute in this way to the reduction of negative environmental impacts.



## Managing the impact

Autonom has a group-wide tradition in areas such as sponsorship, donations, social responsibility and sustainability. Involvement in our communities and their development has always been in our and our team's DNA. Being a responsible company means reinvesting in the society of which we are a part, responding to the needs of communities, acting on multiple fronts and supporting those initiatives that contribute to the development of a values-based ecosystem.

The directions of community involvement that we continued to support in 2022 directly through Autonom or indirectly through the Autonom Foundation were education, sport, culture, environment and entrepreneurship education.

## Education

Putting education and communities at the heart of what we do has always been in our DNA and that of the Autonom team and is one of the core values on which our organisational culture is based. Education is the sure path to change and evolution, and investing in it is the area that yields the greatest long-term return and is the way we impact the future of our society.

"Evolve Daily" is the motto that guides our actions and from here, we have sought to contribute to building character and developing adults with values and principles, by supporting projects dedicated to the development of children and the education system.



## Culture

We also want to be a partner in the cultural field because art is an important element that contributes to public awareness, but also helps communities to stay close. Through a passion for music, theatre, film or other art forms, people come together, learn and spend quality time together. That's why we've supported cultural events like the George Enescu International Competition, SoNoRo and festivals like Sunscreen Festival, Flight Festival and KinoSaga.

## Sport

Because we are always on the move and running is one of our favourite sports in Autonom we have chosen to promote sport as a lifestyle and from 2022 we have chosen to be a long-distance running partner for the Bucharest Half Marathon, Bucharest Marathon and Transmarathon. Sport brings people together and empowers them to connect, learn and overcome barriers.

We have also supported events for the cycling community, such as events organised by Riders Club and CSA Steaua Cycling Team.

## Environment

Through the environmental projects we are involved in, we want to support and complement efforts to build cleaner and healthier communities. Thus, we have chosen to participate in the planting activities organized by NGOs Act for Tomorrow and Viitor Plus.

## Volunteering in Autonom

Community involvement is one of the duties of our employees and we encourage them to identify and get involved in initiatives that support various needs

identified in their communities. These are carried out both individually and within the company, during working hours as well as on their own time. In 2022 over 300 colleagues chose to volunteer and dedicate over 800 hours to the programs.

In fact, last year was a natural continuation of our established way of being involved in the community, supporting a large number of organisations that had new projects underway or proposed that we could and wanted to support.



## Effectiveness of actions taken

### Direct investment and results in the community

- We continued to support projects (culture, environment, sport, education) worth 1,243,076 lei and supported 52 organisations.
- The largest contribution was to the Autonom Foundation, totalling 500,000 lei, 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 377,532 lei, amounting to 2,328 rental days, supporting 52 organizations and honouring 143 requests.
- More than 300 colleagues chose to volunteer again this year, dedicating 808 hours to programmes run in educational projects in their communities.

## Some of the projects of 2022

### Help Platform

The beginning of the year surprised everyone with the outbreak of the geopolitical conflict in Ukraine and to help we immediately intervened by activating the Help platform, the project developed and used during the pandemic to provide transport assistance. Through it, we received over 100 requests nationwide, not limited to transport needs.

Subsequently, we transformed from a mobility solutions provider to a connector, demonstrating our commitment to doing whatever it takes to support the community when they need us. What's more, we've also come to the aid of journalists, supporting them to get into the war zone so they can give the world updates on the war from the front line.



### Sports events



### Bucharest Half Marathon

Under the motto „Run together for education!” over 140 colleagues took part in the event in spring. Of these over 100 signed up to run, and another 40 joined in to support all the runners on behalf of the Autonom Foundation.

### Transmarathon

Also in September, a community of people ran on the most beautiful road in Romania, Transfagarasan, with a lot of energy and a desire for good deeds. 17 of them supported education and the Autonom Foundation, the newest social cause lined up at the start, together with Hope and Home for Children and Padurea Copiilor, and 10 colleagues supported them on the route.

Other supported events we mention here are: Galați Ultramarathon, Hope Run, Transfier.





### Bucharest Marathon

In October we managed to get together in large numbers to participate in a new running event, in which we had over 70 colleagues and volunteers involved. With this occasion, we launched the **Good Deeds Subscription**, to build a framework of constant involvement to support educational projects and influence the development of children and educational initiatives. The subscription is really the story of how we can influence the future of children through small but constant efforts.

### Cycling



### Supporter of the CSA Steaua cycling team

We were the road partner on the road to performance in the competitive season of 2002 alongside a team with a strong desire to perform, CSA Steaua Cycling Team.

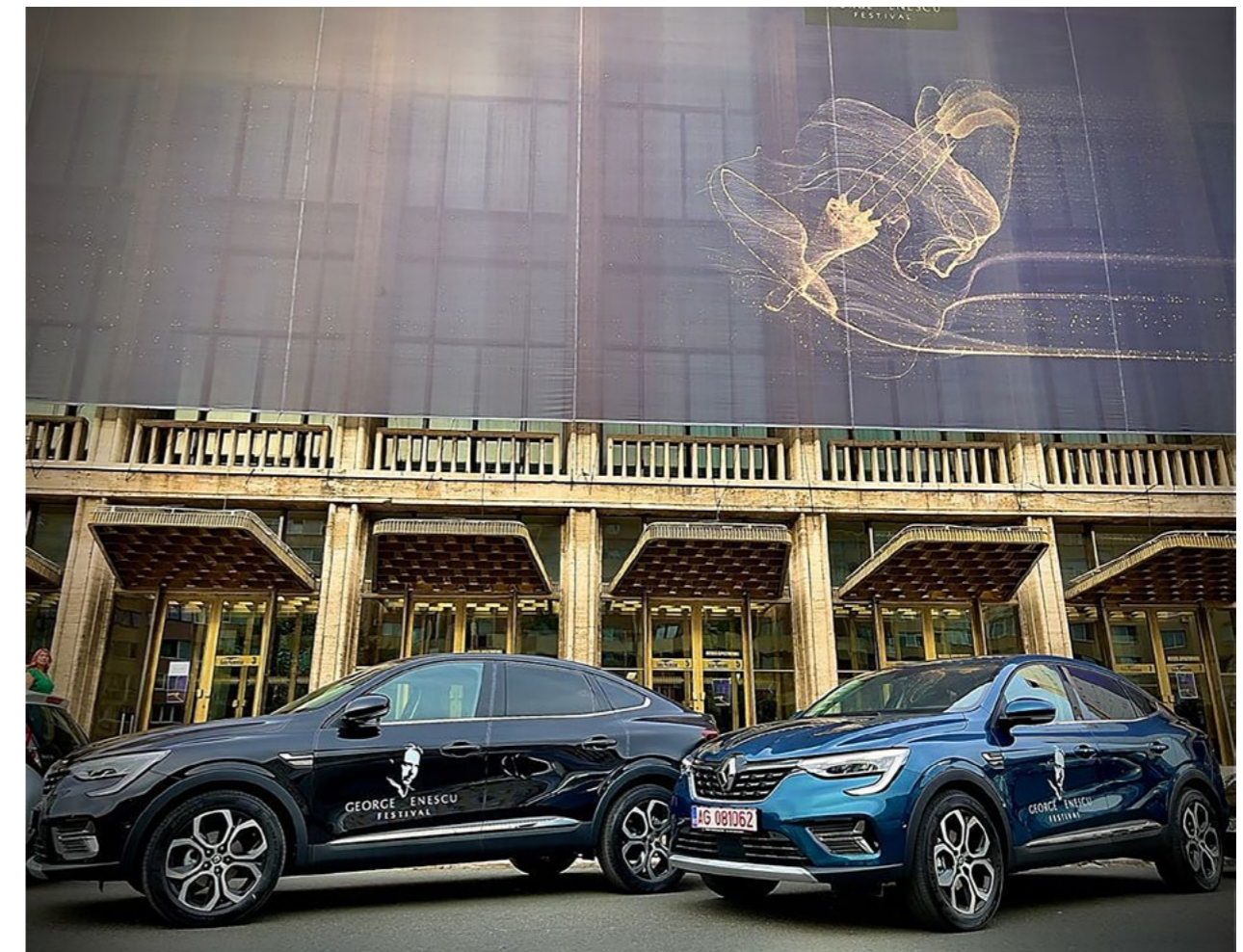
„Haiduci și domnițe”, one of the events for the cycling community organised by the Riders Club, which took place at the Dacian Farm in October and in which we had colleagues involved as participants and volunteers.

### Cultural events

#### Enescu Competition

September is the month of music and the Enescu Competition, an important event for us and one we have been supporting since 2019. This year's event marks 64 years since the first edition and gives hope.. through music.

#### SoNoRo, Flight Festival and Sunscreen





### Full Belly Project (Proiect Burtica Plină)

The idea of the project came from a discussion with a teacher at a secondary school in Bucharest and the identification of the needs of families with reduced possibilities. Thus, our colleagues, by collecting food, personal hygiene products, school supplies and clothing, managed to cover the monthly needs of 6 families, meaning 32 people for the whole year. In December, the action was extended to over 100 beneficiaries, single elderly people and children from disadvantaged families, with the participation of over 100 colleagues who dedicated over 50 hours of voluntary work.

For 2023, we have proposed that the Full Belly project will become an “Extra Foundation” project, carried out by the colleagues’ own forces, a Foundation project, entitled “Equal Opportunities to Education” and which will have the same duration of one year.



### Planting actions

Choosing a responsible lifestyle comes with awareness of our actions and the long-term impact they have. The impact reflects on the well-being of today’s generations as well as future generations. And as change starts with each one of us, and good habits must be cultivated, in 2022 we gladly joined three of the planting actions organized by the NGOs Act for Tomorrow and Viitor Plus, in the counties of Prahova (Brazi) and Dolj (Breasta), respectively, with the aim of increasing the forested areas in Romania. The desire to contribute to the common good brought together more than 90 colleagues from several cities, and during a total of 17 hours, we enjoyed interacting with other volunteers, as well as being an opportunity for environmental education for all of us.

### Good House Charity Cup

We swapped our running gear for football gear and competed for good deeds at the first edition of the charity cup organised by the Good House Association.

## Autonom Foundation

In November 2022, the Autonom Foundation celebrated its 10th anniversary of being with the communities it belongs to and is constantly involved in projects with a direct impact on children’s education. The Foundation was born out of a sense of responsibility to the community and a desire to provide an environment in which Autonom employees can become vectors of change in the education of the communities around them. Over the past 10 years, the Autonom Foundation has been involved in more than 840 impactful education projects.

**Last year, 202 educational projects were carried out, involving over 300 self-employed volunteers, and benefiting over 4,500 children in more than 88 localities.**

### Indirect impact, through the Autonom Foundation:

- The total value of the amounts allocated to projects through the Foundation was **633,653.86 lei**.
- NGOs were again the main community partners, but we also continued to offer support to public institutions such as educational institutions.
- **More than 300** colleagues chose to volunteer again this year, dedicating **808 hours** to programmes run in educational projects in their communities.

Autonom	2021	2022
Number of organisations benefiting from direct contributions	34	202
Total value of contributions, Lei	3,125,457	1,243,076
Donated products, services, Lei equivalent	342,503	377,532
Total number of volunteer hours	512	808

**The construction of two sensory pathways, in the “Casa Soarelui” Therapy Centre and the Therapy Centre in Targoviste, of the Help Autism Association, meant the direct involvement of 8 colleagues, one of whom defined the experience as “A chance in the life of normal people who stepped, for a few hours, in the yard of special people”.** The aim of the project was to create two sensory pathways for all the children visiting the two centres, elements that contribute to their adaptation process.

**The Sales team built a deer and boar feeder.** 12 colleagues, with the support of the Autonom Foundation, and together with the Romanian Scouts coordinated by Sorin Dulgheriu, completed in October the construction of a roof and two feeders for deer and wild boar in a wooded area in Cristian, Brasov county. The 10 self-sufficient youngsters learned how to build a shelter, light fires with what they had on hand and respect the forest for how much it has to offer.





### Project with the Humanitarian Organization CONCORDIA

Our colleagues visited Odobești, in one of the CONCORDIA Humanitarian Organisation's day centres, with the aim of spending time with the children from the local community who learn there, engaging them in discussions and free activities, based on the books and educational materials provided. We also read and discussed with the little ones The World Upside Down, the first story from the book written by Adriana Stefan, "Povești pe nerăsuflăte".

Such projects, which take place constantly in all parts of the country, are a very good opportunity to find out the real needs in a community, to understand the challenges faced by organisations and teachers and to provide development support to small beneficiaries.

For more details on the Autonom Foundation's projects, please visit the Foundation's Report for 2022 ([link](#))

## 5.6. Quality of Education

Projects to promote learning and reading in our communities and among our partners help raise awareness of more sustainable behaviour and climate action.



### Explaining the impact

Material aspect	Economic impact	Social impact	Environmental impact
Quality of Education	Involvement in educating and training young people increases their chances of entering the labour market.	We get involved and offer support to children and students with limited possibilities and not only, through school supplies, books, scholarships, career guidance programs and by modernizing the institutions where they learn. The impact we have is one of education and development for those in need, thus contributing to a better quality of life.	We need to educate our customers about what it means to be sustainable and to take better care of the environment. So, we offer clients green mobility solutions, the necessary infrastructure and assistance in reducing potential negative environmental impacts.



### Managing the impact

#### Quality of Education

By supporting the education system by investing in children's development and positively influencing the well-being of our employees, we maintain a strong involvement in the communities we are part of 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, as a result we will continue to promote continuous learning, also raising awareness of more sustainable behaviour.

In 2022 we carried out 202 educational projects, the highest number ever, providing scholarships, modernising and equipping several schools with educational materials, organising various creative workshops and field trips, supporting talented students and providing mentoring. Most of these have been peer-supported with support from the Autonom Foundation.



### Effectiveness of actions taken

#### Become AutonOM (Devino Autonom)

We continued to support the „Devino AutonOM” program also in 2022, an educational project developed and implemented entirely by the Autonom Foundation and addressing students in the 7th or 8th grades. The program was born in November 2021, due to the influence we had on students up to that point, through other educational projects with impact in local communities. Since its establishment, over 473 colleagues have reached more than 450 students from all over the country. We borrowed for 10 weeks conducting classes, and during each meeting we discussed and debated a topic, focusing on several areas: self-knowledge/development, financial

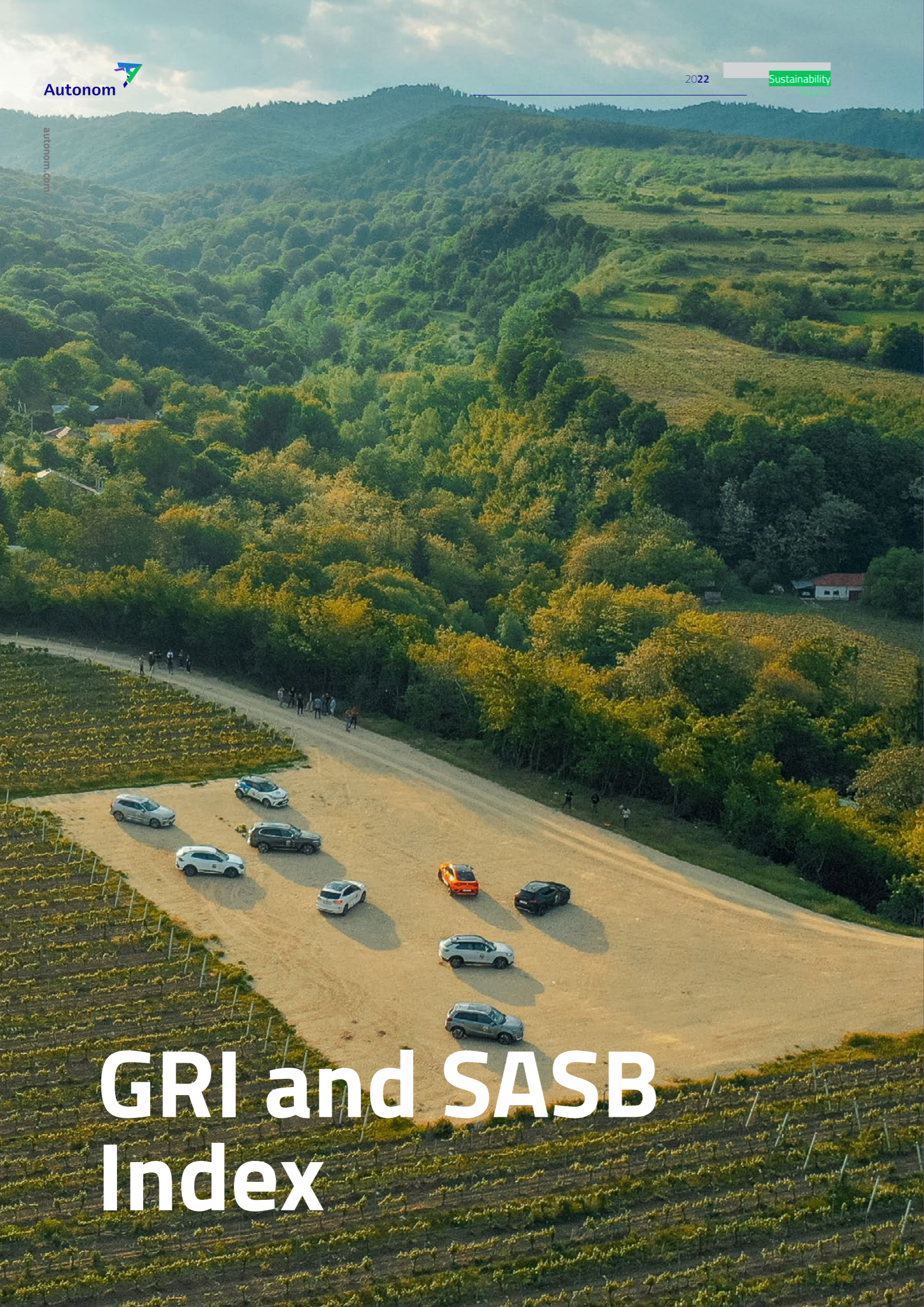
education, elements psycho-pedagogical counseling, emotional intelligence, the importance of values, volunteering and reading, how we fight bullying as well as sustainability, adding from September a new module entitled „Sustainability - Present and future, in harmony with nature”. The 10 themes were created based on 10 course supports, supported by PPT presentations, videos, interviews, themes on Whatsapp, trainings and awards in the form of diplomas and books. With even more enthusiasm, we will support this program in 2023 as well.

#### Teach for Romania

Together with our partners at Teach, we were happy to get involved in the recruitment and selection process of future public-school teachers and to provide children from vulnerable

backgrounds with unrestricted access to quality education. We had over 22 colleagues who formed joint teams with Teach and took part in the three stages of the programme.





# GRI and SASB Index

Sustainability is a continuous journey, as implementation, monitoring and reporting results is a team effort.

We thank the entire Autonom team who contributed to our second Sustainability Report!

We also thank the denkstatt Romania team for their support in the production of the report and the Fanda team for the design!





# Index GRI & SASB

<b>Statement of use</b>	AUTONOM reported in accordance with GRI Standards for the period 1 January 2022-31 December 2022
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI sectoral standards</b>	N/A

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