



# CODE OF ETHICS

Confidence is built on strong, shared ethics



# The **values** we share



Throughout the world, it is passion that fuels the daily commitment of our teams.



In committing ourselves individually and collectively, our focus is on performance, enabling us to create value and offer a full array of mobility solutions with real and enduring benefits.



Partnership with each client means remaining close at hand, understanding and sharing their culture.



Faced with the local and global challenges of mobility, our commitment is carried out with a customer centric focus, a sense of social responsibility and economic efficiency.

Each of our values include principles that we apply naturally, and to which the Group regularly commits to.

# Message from Jean-Marc Janailac,

*Chairman and CEO*

At Transdev, we develop mobility solutions which aim to **simplify people's mobility**.

This specialization places us at the heart of everyday life in territories. It makes us a key player committed to serving general interests, developing local services and protecting the environment.

**Transdev performs these tasks relying on its tens of thousands of employees** who, at all-time and anywhere in the world, act and make decisions in accordance with strong ethical principles.

These individual but shared principles, in line with our values, complying with the recommendations of our shareholders and with guidelines to which Transdev subscribes, such as the Global Compact, shape the Group's image and contribute to the relationship of trust built with our various partners. Whatever our position in the company, we must keep them in mind and apply them every day, to help us in our choices and to **ensure consistency in our actions and words**.

Our Code of Ethics, approved by the Board Members, allows each Group employee or manager to know "how to correctly proceed".

# Our ethical

*They reflect our commitment and the Group's undertakings to all stakeholders. They also convey all the values that make Transdev a passionate, committed Group, and a high-performing reliable partner.*



## Passion

### **CUSTOMERS**

To promote our local authority customers' interests, we put the passenger at the heart of what we do. In particular, we diligently treat any complaint.

### **GENERAL INTEREST**

Taking the views of all stakeholders into consideration, we aim to increase the quality of life of the people we serve.

### **QUALITY**

As mobility professionals, we consider service quality as a constant requirement.

### **EXEMPLARY BEHAVIOUR**

Managers or employees, we must be exemplary in applying our values and ethical principles.

### **SUCCESS OF OUR GROUP**

We are united in serving the Group. Our collective energy is the key to success.



## Commitment

### **HEALTH AND SAFETY**

Health and safety of people involved in our activities: employees, passengers, or others (such as pedestrians, visitors...) is our first operational mission.

### **AGREEMENTS**

Professional and contractual commitments are fundamental for us.

### **COMPLIANCE**

Strict compliance with the applicable laws and regulations in each country and with our own internal processes, even the more stringent of them, is required at all times.

### **DIVERSITY**

We reject all forms of discrimination, particularly vis-à-vis employees or passengers. We promote tolerant freedom of expression and of association. It is through mutual respect, openness and diversity that we create value.

### **ENVIRONMENT**

To help improve the environment, we develop public transportation networks and active/soft transport modes. We also systematically seek to reduce consumption of non-renewable resources and emissions generated by our activities.

# principles



## Performance

### DEVELOPING PEOPLE

Personal and collective development is key. We reject all forms of harassment, and all forms of child, forced, compulsory labour.

### OPERATION OF OUR NETWORKS

Operational expertise is at the core of the performance of our contracts and of the quality of our service. We maintain and enhance it, to be able to offer the best service to our clients.

### PROTECTING ASSETS

Our assets and resources (material, financial, image...) are precious. Correctly managing and protecting them is a daily responsibility.

### CONTINUOUS IMPROVEMENT

We analyse successes and failures, and identify useful innovations by creating ideas through sharing best practices.

### BUSINESS CONTROL

Risk management, internal control and internal audit are deployed throughout the Group to secure our objectives and compliance with our rules and processes.

### INFORMATION MANAGEMENT

Controlling information is vital. We effectively disseminate the necessary information while striving to protect it when it is confidential or sensitive.



## Partnership

### INTEGRITY

As a trusted partner and a fair competitor, our integrity is the base of our relationships with our stakeholders. No gift or advantage that could affect, or let people think it could affect, objectiveness is acceptable.

If acting as a Board member or equivalent on behalf of the Group, we do not accept any director's fee.

### AVOIDANCE OF CONFLICTS OF INTEREST

We aim to avoid any form of conflict of interest. Therefore, we identify and treat situations in which the independence of our judgement and decision-making could be affected.

### VIGOROUS OPPOSITION TO FRAUD AND CORRUPTION

We vigorously oppose all forms of fraud and corruption, whether active (customers, prospects, government authorities, etc.) or passive (suppliers, subcontractors, competitors, etc.).

### KNOWLEDGE OF THIRD PARTIES

We aim to ensure the reliability of the entities we work with in several ways: Ability to deliver, Compliance, Financial health and Ethics (ACFE).

### OUR INVOLVEMENT

We are careful not to compromise our professional actions with other activities that which could be unfavourable to the interests of the Group.

# Transdev

## Ethics & Compliance

### Committee



- The Committee is managed by the Risks, Engagements and Ethics Department, which co-ordinates, drives and monitors the deployment and application of the Transdev Group's Ethics & Compliance policy.
- The Committee meets to evaluate successes achieved, difficulties encountered and incidents recorded. It can meet on an ad-hoc basis to discuss any sensitive issues.

## A project to embody together

This guide is meant for all employees and managers of the Transdev Group. It can be passed on to our clients. It must be upheld by all our suppliers and service providers who undertake to respect it through the Supplier Charter.

# Got a question?

Ethics and Compliance are uphold by:

- the Executive Directors and the entire management line,
- the Risks, Engagements and Ethics department,
- the Ethics and Compliance Coordinator of each country.

Do not hesitate to ask your line manager, your country's Ethics and Compliance Coordinator, or the Risks Engagements and Ethics Department:

**[ethics@transdev.com](mailto:ethics@transdev.com)**