# SOCIALLY RESPONSIBLE MAINTENANCE 2022 CSR REPORT – 2021 FIGURES VÉLOGIK

# FOREWORD

Corporate social responsibility has always been at the heart of Vélogik's business strategy.

Ever since 2008, when we started in the sustainable transport industry, we have conducted our business in accordance with our values and vision of a sustainable and bike-friendly world. In July 2022, our efforts were rewarded with the B Corp certification, after two years of hard work.

This recognition is also a huge achievement, but equally the start of a long journey towards an impact business model. And that journey is riddled with challenges and pitfalls, both internally and externally.

If we are to incorporate our B Corp promises consistently and in keeping with our beliefs, we must bring every one of our stakeholders onboard (employees, suppliers, customers, etc.). We, as sustainable transport businesses, must play the role of road captain and lead the way to new means of building and growing. We must educate and unite not just our own personnel but our entire ecosystem. Every Grand Tour is a team effort! Let's not be naive, our business is not completely neutral, but we need to do all we can to make it sustainable.

We need to move away from sporadic actions and offsetting and truly redesign our model so that the responsibility and action is shared between politics, big business, little business, charities, academia and individuals. Every stakeholder, at their own level, has a role to play in shifting towards a new French model that strikes the balance between reasonable, frugal and sustainable growth.

The B Corp certification is both a reward and a responsibility.

In this report, you will find all our actions for each of the B Corp pillars.

Thank you to all our employees, partners and customers.

« Even though CSR has always been important at Vélogik, the work carried out with B Corp profoundly changed the company's vision. It's a process, and one which will lead us to concretely measure our impact on our customers: bike availability, longer bike lifespan, better service quality... This label is important for the entire industry. It's a collective movement to create a sustainable and inclusive economy.»

Franck Brédy, Vélogik President



Franck Brédy, Vélogik President



Vincent Monatte, Compagny executive Director of Development and Engineering

# THE VÉLOGIK MOVEMENT

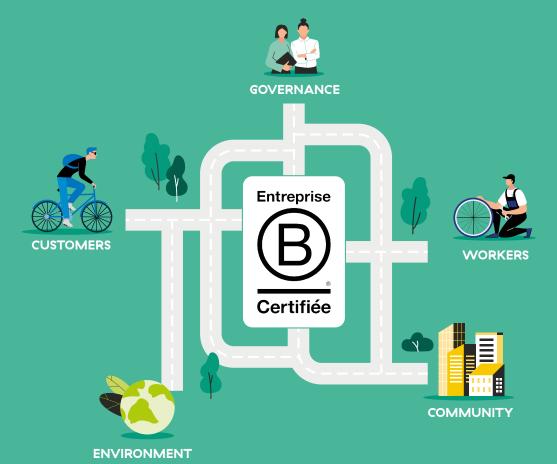
Vélogik, created in 2008, is France's leader in bike maintenance.

The company firmly believes that the **future of transport lies in active modes** and that cycling is one of the most efficient. That is why Vélogik has devoted all its efforts to helping grow the biking industry in all its forms, always looking to stay at the forefront of innovation and **paying careful attention to its societal and environmental impact.** 

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BCORA



**B CORP CERTIFICATION** 

In 2021, Vélogik chose to go one step further and began working towards B Corp certification, which it earned in July 2022.

B Corp is a tool that Vélogik can use to structure, manage and measure its CSR policy.

Learn more about the B Corp label

Vélogik has adopted an impact business model, which is a model that helps solve a social, economic or environmental problem.



## SUSTAINABLE DEVELOPMENT GOALS

AGENDA 2030

### 17 GOALS TO TRANSFORM OUR WORLD

The Sustainable Development Goals (SDG) were adopted by 193 UN countries in 2015. They are a universal call to action to end poverty, protect the planet and ensure every human being can live in peace and prosperity by 2030. These 17 goals and 169 targets are universal, inclusive and interconnected, mobilising stakeholders at every level (countries, cities, businesses, citizens, etc.).

Learn more about the SDG 2030 agenda 🕂

Vélogik contributes to the UN's sustainable development goals



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## THE GOVER-NANCE

Governance evaluates a company's global mission, its policies regarding its social/environmental impacts, its ethics and its transparency.

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INDUSTRY

AVERAGE

SCORE :

6.9

03

### VÉLOGIK MOVEMENT

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Promote the company's values and purpose within the business and with stakeholders.

### **VÉLOGIK'S PURPOSE**

Vélogik's purpose is to create a more bikefriendly and sustainable world through **Action**, **Maintenance**, **Innovation**, **Technology**, **Inclusivity and Training**. Its aim is to ensure its business brings about a significant and positive impact on society and the environment.

### **OUR VALUES**



### Human Behind every tour winners is a team

pur Pioneer in promom ting cycling



#### Passion Committed to creating a sustainable and bike-friendly world

**HEADQUARTERS** 

HR, quality, etc.

Franck Brédy (President)

Support services: growth, sales, finance,

# The Vélogik group has 4 lines of business



### MAINTENANCE

This is the company's core business. Vélogik provides **expert maintenance** for large fleets owned by cities, businesses and transport operators.



Vélogik helps private individuals care for their bikes and supports small fleet managers via its network of franchises and Vélogik les Ateliers workshops.



### COMPETENCES

Vélogik Campus is the company's training organisation that provides courses on bike maintenance and runs employment integration workshops, in partnership with employment organisations via Vélogik Inclusion.



A business software suite (booking, CMMS, etc.) that is designed especially for cities, transport operators, fleet managers and independent repairers.





### IMPACT ESG INDEX STUDY

The ImpactESGIndex study was carried out in early 2022 and helped us to **talk about our commitments with our employees and evaluate their perception** of Vélogik's CSR policy.

This is important since a successful CSR policy requires the **investment of everyone within the company** and must be continuously reviewed and improved.



### THROUGH ITS PURPOSE, VÉLOGIK CONTRIBUTES TO...





**Passion in action** A small selection of Vélogik's employees' bikes photographed for <u>Mai à vélo</u>. 01

### FOCUS Investment from impact partners in early 2022

In early 2022, for the first time in its history, Vélogik welcomed investments from two partners: Impact Partners, a European investment platform dedicated to impact investing, and Serfim, a familyrun and independent medium-sized business that specialises in environmental work and sustainable infrastructure.

Goals: structure and develop the bike maintenance industry in France, promote its expertise on the European stage, anticipate industrial and technological advances and improve access to employment.

**Inclusive employment** is a key concern for Vélogik. The company regularly works with employment organisations to help the long-term unemployed find careers in the bike maintenance trade. As of today, 30% of the group's recruitment comes from such inclusive employment efforts (230 recruitments by 2026). Its desire is to create a professional bike industry that is inclusive, local and sustainable.

Its diverse lines of business serve to **cement its position as a major stakeholder in the cycling industry, while upholding its societal and environmental values** and improving access to employment. An objective that is achieving thanks to help from two partners with similar ambitions :

### SOCIAL, LOCAL & GREEN INVESTING

**Impact Partners** was created in 2007 with the belief that entrepreneurship can help build a more fair and sustainable society and is the first European platform dedicated to impact investing.

A European « entreprise à mission » (social entreprise), it supports entrepreneurs who have a positive impact on the local economy, society and the environment as well as strong financial results to create a more sustainable and fairer world.



SERFIM DEPUIS 1875

**Serfim** is an independent, family-run business whose origins can be traced back to 1875. Historically based in the Auvergne-Rhône-Alpes region, Serfim currently boasts over 80 sites.

The group specialises in public construction (energy, water, roads, structures), the environment (renewable energy, recycling, remediation), IT, manufacturing and real estate.

The knowledge and expertise of its 2,400 employees make Serfim a key player in sustainable urban development and quality of life across all of France. Serfim is notably a 'Coq Vert' ambassador for BPI France and a member of the Climate Enterprise Convention.



Franck Brédy, Vélogik President, explain :

**6** The cycling industry is booming, becoming more structured and condensed. We therefore need to anticipate future changes and innovations to become a key player on the European stage, without compromising our societal values. Our choice of investors is by no means random: they share the same outlook and beliefs as Vélogik, promoting inclusion and equality while working to fight climate change.»



Amance Pélissier, Deputy Director of Impact Partners :

66 Integration and training have direct impacts on society and are a fundamental part of Vélogik's economic model. The structured growth of the bike industry, the company's leading position and its European expansion will provide a significant boost to local economies, and that's what helped us make our decision. »



### Alexandra Mathiolon, Director of SERFIM :

**66** Companies must take full responsibility for their role in the ecological

redirection and equal opportunities. Vélogik's business fulfils a purpose. It helps create sustainable transport in the areas that it operates while also generating local, non-relocatable jobs for the long-term unemployed. We are delighted to support them in their development and collectively stimulate growth that all our employees can be proud of. »







### SHARING PASSION AND **KNOWLEDGE**



Vélogik accords great importance to training and upskilling its staff. That's why it created the Campus, a Qualiopi-certified training organisation for bike maintenance.





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### **EMPLOYEES**

This section evaluates how a company contributes to its employee's financial security, health and safety, wellbeing, career development, satisfaction and implication. Furthermore, this section recognises economic models that feature workforce development programmes to support people struggling to find employment.

VÉLOGIK MOUVEMENT

Align each individual's personal growth with that of the company, in a safe, motivating and inclusive environment.



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PROMOTE



The job of a mechanic is rapidly evolving due to the wide array of technological

innovations and new services on offer. The Campus helps integrate new employees

and provides ongoing training to ensure continued growth throughout their career. It also

runs access-to-employment programmes in tandem with specialised organisations.

**DEVELOP AND** in-house maintenance trades



PROVIDE **PROFESSIONAL** TRAINING COURSES to the industry and access-to-employment organisations.











### ENSURE EMPLOYEES' HEALTH AND SAFETY

Vélogik strives to provide the best possible working conditions for its employees, with modern technicentres and state-of-the-art equipment.

Every technicentre is designed to offer an **ergonomic and safe environment** to work.

Workplace prevention operations are also regularly conducted across all of Vélogik's sites :

#### Safety

Chemical risks, road safety, dealing with impoliteness, etc.

#### Health

Preventing musculoskeletal disorders and warming up before work, noise-related issues, addiction awareness, etc.

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### THROUGH ITS SOCIAL POLICIES, VÉLOGIK CONTRIBUTES TO...



INITIATIVES FOR IMPROVING WELL-BEING: SUSTAINABLE MOBILITY GRANT

Vélogik had the honour of being one of the first companies in France to offer the cycling mileage allowance as soon as it was introduced in 2016.

In 2021, this allowance was replaced by a sustainable transport grant, whose amount is determined by the employer. In line with its values and ambitions to promote active transport, Vélogik chose to offer the grant for cycling and set the annual amount at €500 per employee. This grant is exempt from social security contributions and income tax.

Learn more about it

02

action is taken if necessary.

02

### **FOCUS** Employee portrait : **Yann**

We met Yann at the Paris Job Fair: Vélogik was invited by France's National Job Centre in 2019 to meet potential candidates for a job as bicycle mechanic.

#### A passion for the profession

Yann, who is blind, had always been fascinated by bike maintenance and chose to pursue a new career by completing a professional diploma in bicycle maintenance adapted to his handicap. After working in an employment integration workshop (Solicycle), he was looking for a long-term job in the cycling industry.



### **Personalised support**

**Recognising Yann's clear motivation and professionalism,** Vélogik wanted him to join the technicentre team in lvrysur-Seine. To do so, we needed to ensure that the workplace was adapted to Yann and his visual impairment.

With help from the Val de Marne office of Cap Emploi, Yann was able undertake a 3-week immersion during which his colleagues were able **to find practical solutions to adapt his workstation**. An ergonomist also provided their expertise and AGEFIPH helped identify **ways for him to move around safely**.

Yann was offered a permanent contract as a bicycle mechanic following this immersion.

#### YANN WAS THE SUBJECT OF A REPORT BY LE PARISIEN NEWSPAPER





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CITIES

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This section evaluates the relationship and impact a company has on the local community where it operates, hires and procures its supplies. Topics include diversity, equality and inclusion, economic impact, civic engagement, charitable donations and supply chain management.

INDUSTRY

AVERAGE

SCORE

11.8

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03

04

### VÉLOGIK MOVEMENT

Further the Vélogik movement for a more professional, inclusive, sustainable and local industry.

### Transport is a key challenge for our society

**Promoting cycling as a daily mode** of transport, in combination with other modes (multimodal), is one of the ways we can create a sustainable future.

Vélogik is actively contributing to building a sustainable and inclusive cycling industry by :

### **BOOSTING CYCLING UPTAKE**



Since 2019, Vélogik has been a partner of the FUB (Federation of Bicycle Users) for the cycling cities barometer.

The aim is to gather public opinion on how bike friendly each city is. The results help cities better understand the needs of their citizens who want to get around by bike.

#### Learn more about the barometer





BETTER FOR PUBLIC SPACE

### **GROWING THE INDUSTRY**

Vincent Monatte, Vélogik's Director General, is vice-pre-

sident of CARA Active Mobility.

CARA comprises manufacturers, transport ope-

rators, research centres and training centres. It supports change in passenger and goods transportation systems.



EUROPEAN CLUSTER FOR MOBILITY SOLUTIONS



Vélogik is also a signatory of manifesto for the future of industry, drawn up by Lyon City Council.



### **INITIATIVES FOR PROMOTING INCLUSION**

Fair[e\_

Vélogik is part of the FAiRE project. Run by Lyon's Centre for Jobs and Employment, the National Job Centre and a group

of employers, this project helps 750 long-term unemployed over a 3-year period with a training and work experience programme.

Learn more about the FAIRE project

**FEMMES EN** MOUVEMENT

Vélogik is a member of Femmes en Mouvement, an association founded in 2015. It's a French business network

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for women specialising in passenger and goods transportation systems.

Learn more about Femmes en Mouvement



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Vélogik is also a signatory of the 1000 Charter. This charter is a partnership between local businesses, Lyon City Council and Lyon's Job Centre. Its purpose is to help find work for people receiving welfare or struggling to enter the job

market.

CHARTE 🎀 **EDIVERSITÉ** 

Vélogik has been a signatory of the Diversity Charter since 2015. By doing so, it shows its commitment to eliminating discrimination and encou-

raging diversity in gender, age, ethnicity, sexual orientation, handicap and more.

Learn more about the Diversity Charter



In 2021, Vélogik teamed up with integration group Estime to open an Employment Integration Workshop. The aim is to pre-qua-

lify the long-term unemployed for bike maintenance jobs before guiding them towards programmes that include training and recruitment for bicycle mechanics.



% OF PEOPLE RECRUITEDCOMING **FROMAN INTEGRATION** PROGRAMME

THROUGH ITS INITIATIVES TO STRUCTURE THE BIKE **INDUSTRY AND IMPROVE** INCLUSION, VÉLOGIK **CONTRIBUTES** TO...













Learn more about the charter

### **FOCUS** Estime Vélogik workshop, inclusive maintenance

Since it was created in 2008, Vélogik has been working tirelessly to promote cycling in France. It also participates in employment integration initiatives, which is one of its core values.



The partnership between Vélogik and Estime led to the creation of an Employment Integration Workshop, with the aim of pre-qualifying and supporting 8 to 12 long-term unemployed people towards a career in bike maintenance every year. Vélogik provides its specialist expertise in bike maintenance, while Estime brings its vast experience in integration: social support, handicap adaptations, re-entry preparation. The workshop is located in Villeurbanne and offers a range of bike repair services to the city and businesses, with ambitions to expand to private individuals in 2022.

ATELIER ESTIME VÉLOGIK

In January 2021, Vélogik joined forces with Estime, an organisation that works to facilitate the professional and social integration of the long-term unemployed in Lyon.

The group's various departments also share the same belief that by improving access to employment and self-esteem, we can help men and women in difficulty to live happy and independent lives.



The Employment Integration Workshop is tasked with reconditioning the Freevélo'v bikes launched by Lyon in late 2021.

By improving access to employment and self-esteem, we can help men and women in difficulty to live happy and independent lives.



Freevélo'v lends 10,000 bikes for free to students, young job seekers and those on employment integration programmes. The project follows circular economy principles and looks to reduce atmospheric pollution and promote cycling.

Freevélo'v bikes were originally used for bike fleets in Europe's largest cities before being reconditioned by the Employment Integration Workshop, making them roadworthy once again.

The service thus helps a large number of people to find employment and future careers. The project also encourages reconditioning and recycling bicycles in order to further reduce the environmental impact of the cycling industry.

Freevélo'v also gives young adults the chance to discover the joys of cycling with a view to changing their perception of transport and provides a cheap travel solution for younger people living in areas with poor transport links.

Vélogik is proud to support such a project that not only promotes cycling but also benefits the environment and inclusion.





### ENVIRON-NEMENT

This section evaluates a company's global environmental management practices as well as its impact on the atmosphere, climate, water, earth and biodiversity. That includes the direct impact of its operations and, where appropriate, its supply chain and distribution channels. This section also recognises companies who have innovative manufacturing processes towards the environment or who sell products and services that have a positive environmental impact.

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### VÉLOGIK MOUVEMENT

Measure and minimise the environmental impact of maintenance. Protecting the environment through carbon-free transport is an inherent part of our business. Moreover, repairs and maintenance naturally help reduce waste and save energy, and regular maintenance is essential to ensuring the longevity of equipment.

### OUR INITIATIVES FOR ECO-FRIENDLY TRAVEL

### Since we specialise in bicycles, using them as a mode of transport is at the heart of our business and daily lives.

As such, bikes, and particularly cargo bikes, are the team's preferred way of getting around. When the load is too heavy or the distance is too far, the main alternatives are NGVs (Natural Gas Vehicles) and trains.



For comparison, the latest cars produce 110 g/km on average (Source: ADEME).



### REDUCING WASTE WITH OUR CUSTOMERS AND SUPPLIERS

### Vélogik endeavours to minimise, recycle and reuse its waste as much as possible.



In addition to advanced waste sorting across all our sites, we also completely disassemble used bikes to recover and reuse as many parts and materials as possible. Any waste that cannot be reused is collected and recycled by Vélogik's partners.

We constantly keep our suppliers updated on how their products are ageing to help them achieve more sustainable production.



### An example of waste recycling with La Vie est Belt Belts upcycled from bike tires

<u>La Vie est Belt</u> uses upcycling to make eco-friendly accessories that are manufactured in socially conscious workshops in northern France. They are the partner who collects tires from our lvry workshop that cannot be reused.



Environmental impact is one of the criteria we use when assessing our suppliers. Wherever possible, Vélogik chooses French or long-established reputable suppliers known for their quality, with help from the buying group Qantis (a Community for the Climate member).

### THROUGH HIS ACTIVITY, VÉLOGIK CONTRIBUTE TO...



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**RESPONSIBLE** 

**PROCUREMENT:** 

Examples of our suppliers

SUPPLIER	SUSTAINABLE PRODUCTS	VÉLOGIK PROCUREMENT
<u>Vaude</u>	Climate-neutral products	$\rightarrow$ Bicycle clothing
<u>Cycle Up</u>	Reconditioned second-hand products	→ Furniture
<u>Enercoop</u>	Green, local and micro-generated energy	→ Electricity
<u>Ekwateur</u>	French biomethane	ightarrow Workshop heating



### **FOCUS** Waste recycling in the Vélogik Île-de-France technicentre

When it comes to Vélib' maintenance, end-of-life (EOL) components are collected and processed by the fleet operator.

For the rest of the work, the parts set aside in the workshop are sorted by the operators. What can be reused is reconditioned. Irrecoverable parts are stored in special boxes and then collected by a partner for recycling.

Electronic parts are tested by the after-sales team and, if anomalies are identified, they are returned to the manufacturer. Dead batteries are sent to the fleet operator who repairs them and sends them to be incorporated back into the fleet. At the end of their life, they are recycled via the Corepile cycle.

Laern more about the Corepile cycle



The lvry technicentre has 80 employees and two main activities: Vélib' maintenance and Véligo Location maintenance. Agile maintenance work is also performed there.

The first step to reducing waste is repairing everything that can be repaired. Before recycling any piece of waste, we try to recondition bike components as much as possible and

keep them, where feasible, for later use.

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### Waste processing cycles

PROVIDER	TYPES OF WASTE
<u>Chimirec</u>	Electrical and electronic equipment waste, aerosols, bike seat, dirty containers, plastic and metal waste
<u>Mewa</u>	Dirty cloths
<u>Elise</u>	Paper, cardboard packaging, cans, plastic bottles
<u>La vie est belt</u>	Tires
<u>Terracycle</u>	Masks





### **CLIENTS**

This section evaluates how a company manages its customer relations through the quality of its products and services, its ethical marketing, data privacy/security and feedback channels. In addition, this section recognises products and services designed to solve a specific social problem.

### VÉLOGIK MOVEMENT

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Improve the longevity, use, safety and impact of our customers' bicycles.

### MAINTENANCE, ESSENTIAL TO INCREASING CYCLING UPTAKE

Vélogik was created in 2008 with **the aim of promoting cycling as a common mode of transport** by offering tailored services to businesses and cities.

Over the years, Vélogik has grown and expanded its expertise in bike maintenance, but its purpose remains the same: enable everybody to safely travel around by bike.

**Maintenance**, i.e. servicing and repairing bicycles, is a key factor in boosting cycling uptake as it ensures cyclists can ride comfortably and safely on bikes in good working order.

### SAFER, BETTER AVAILABILITY, BIKES THAT LIVE LONGER



### VÉLOGIK'S OPERATIONS

Vélogik is **France's leader in bicycle maintenance** with over 50,000 bikes under service.

#### The company offers :



BIKE MAINTENANCE for businesses, transport operators and cities in bot France and the UK.



**BIKE REPAIRS** for private individuals via its <u>Vélogik les Ateliers</u> franchise network



### BUSINESS SOFTWARE especially designed for

the industry, particularly transport operators.



#### **TRAINING** to upskill bicycle mechanic through the Campus.







### To ensure bike fleets remain safe and reliable

We work with every type of bike (cargos, electric, smart), shelter and station.



### Vélogik has been ISO 9001 certified since 2016

Which guarantees cutting-edge and high-quality processes that are focused on customer satisfaction and continually improved.

### THROUGH HIS ACTIVITY, VÉLOGIK CONTRIBUTE TO...





### Individual and collective benefits of cycling

Cycling is a mode of transport that makes users happy, reduces stress and keeps riders fit and healthy.

Cycling relieves congestion in cities as well as reducing air and noise pollution.

The positive externalities of cycling; in terms of safety (accidents), the environment (various atmospheric emissions), public health and the use of public space; were calculated in a study by the Directorate-General for Enterprise in its April 2020 study entitled Economic impact and potential for increasing cycling uptake in France (see page 124).

Learn more about the study on entreprises.gouv.fr

In its latest study on ambient air quality, France's Department of Public Health estimated that fine particulate air pollution is responsible for 40,000 premature deaths every year in France.

The 2021 climate and resilience law has therefore made it compulsory for cities with over 150,000 inhabitants to introduce LEZs (Low Emission Zones) by 31st December 2024.

#### ┿ See the study





### **FOCUS** Smart maintenance: the case of Véligo Location

Véligo Location is France's largest long-term rental fleet with some 20,000 bikes. Vélogik has performed a share of its curative maintenance ever since it was first launched in September 2019.

We are able to perform smart maintenance thanks to our Vélocare software that enables us to track work orders and monitor the fleet's condition in real time.

About Véligo Location

Véligo Location is a long-term rental service for electric bikes that was launched in September 2019 by Île-de-France Mobilités. It gives those living in the Paris region the opportunity to try an electric bike for six months before buying their own personal bike. A great compromise for those who aren't yet convinced of the virtues of cycling!

In September 2021, in addition to classic e-bikes, Véligo also began offering three cargo bike models: three-wheelers, two-wheelers and longtails. These bikes can be rented for up to 3 months, are able to carry up to 60 kg and have a range of 50 kilometres.





A risk that paid off since **93% of the 50,000 inhabitants who tried the service were satisfied**, according to a study conducted by IFOP in June 2021.

### Smart intelligence for an operational fleet

Vélogik performs curative maintenance for blue bikes. Servicing and repairs are essential for ensuring user safety.

#### Curative maintenance serves to repair a broken bike.

When a user encounters a problem with their bike, Vélogik receives a work order from Véligo's customer service. A dispatcher assigns this work order to a mechanic who will visit the user at their preferred location (option to go to a technicentre or partner workshop) within a maximum of 3 days.

During the repair, the **mechanic reports their work on Vélocare** (via a smartphone or tablet), noting every operation performed on the bike and the parts that were replaced.

Vélocare makes it possible to track the fleet and work performed in real time.

In the long term, all the information collected can be used to **implement predictive maintenance** i.e. identify recurring problems and avoid or minimise them. Smart maintenance ultimately results in a higher fleet availability, meaning more bikes in circulation.

#### As cities expand their bike and e-bike fleets, more specialised smart maintenance is required.

That's why Vélogik developed its software suite, in order to monitor and optimise the management of bikes we service and allow our clients to track their fleets in real time.





### THE VÉLOGIK MOVEMENT IS SIMPLE

It's about showing that a business can play an active role in creating a sustainable world.

**S** 

50 000

bikes under service



200

employees

13 M€ sales 2021



CREATE JOBS Over 200 jobs created since 2008



BOOST THE LOCAL ECONOMY Local solutions with local partners

BUILD A MORE PROFESSIONAL INDUSTRY Through upskilling

### PROTECT THE PLANET

**INNOVATE** 

business software

With Vélogik Digital and

By promoting decarbonised transport and maintenance



By giving every person a chance, whatever their background



