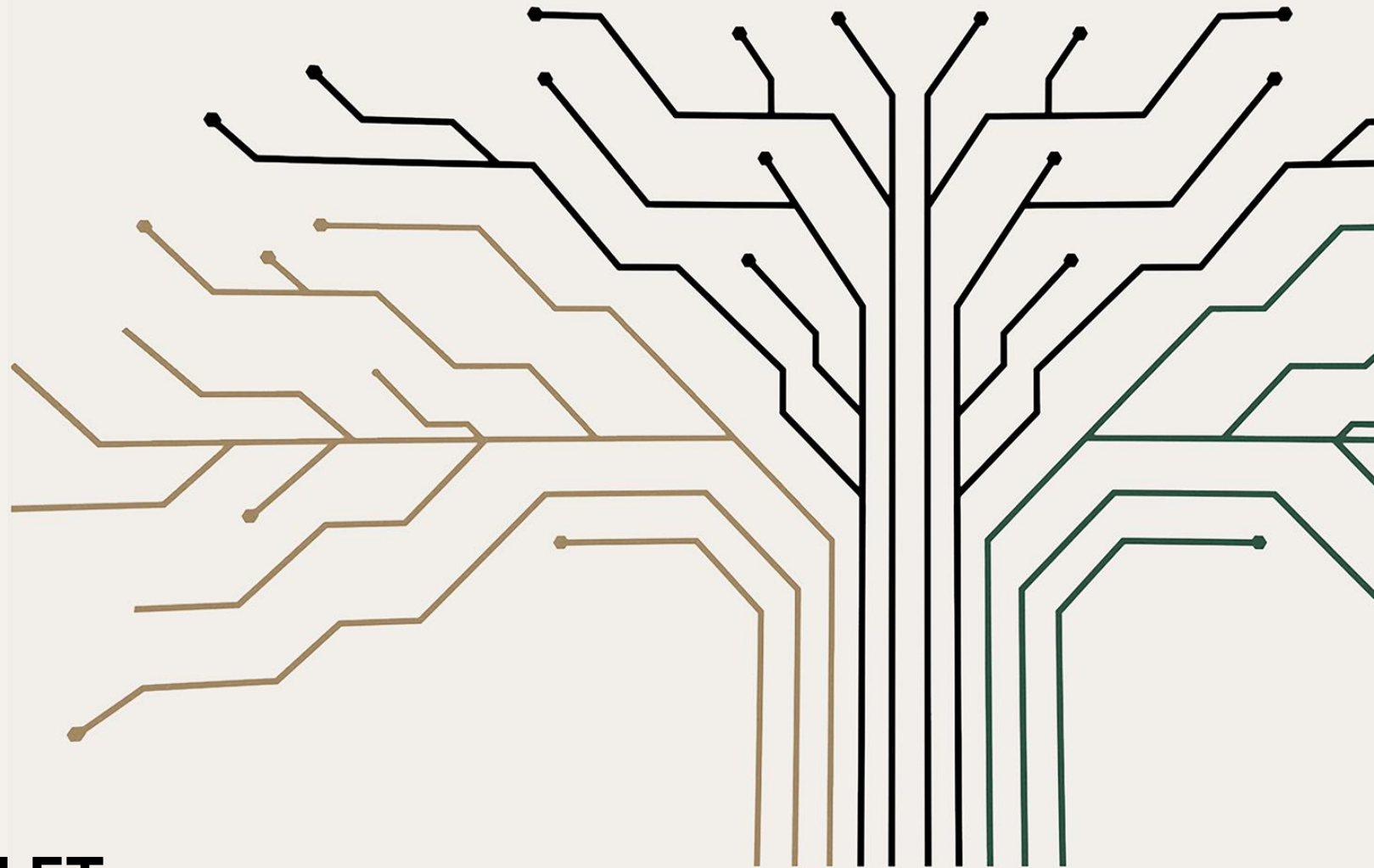


Renault Group

BEST PRACTICES BOOKLET

2025



SUSTAINABILITY TOOLBOX FOR DEALERS



Agenda

01 Introduction

- Foreword
- Disclaimer
- Ambition guidelines
- Summary of best practices
- Explanation of the structure of best practices

02 Building - Best practices

03 Process - Best practices

04 Business - Best practices

05 Appendix – « Elements of profitability » country sheets

Foreword

- In a context of accelerated ecological transition, **Renault Group has committed to an ambitious goal: achieving carbon neutrality in Europe by 2040**. This strategic commitment lies at the heart of our transformation and involves our entire ecosystem — including you, our network of dealers, who are key partners in our collective performance.
- Aware of both the challenges and opportunities this transition presents, **we are strengthening our support to you** by providing this Environmental Best Practices Booklet. Designed as a practical and operational tool, it offers **concrete action sheets tailored to the realities on the ground**.
- This guide is structured around three complementary pillars:
 - **Building**: recommendations for the sustainable design, renovation, and management of buildings and outdoor spaces.
 - **Process**: optimized practices for vehicle sales, maintenance, repair, and refurbishment activities.
 - **Business**: dual-impact actions that both generate economic value (margin, revenue, or client retention) and reduce environmental impact.
- These 3 pillars and the 38 best practices that constitute them are based on a target vision and ambition for sustainable dealerships by 2030, covering key themes such as **energy, water, waste, pollution, environmental management**, and **circular economy**. Their objective is to help each dealership build an actionable environmental strategy while identifying opportunities for cost savings.
- Each sheet provides detailed information on potential solutions, associated costs, estimated return on investment, and implementation methods. In addition, country-specific profitability sheets have been developed based on a typical dealership and realistic assumptions.
- Finally, an Excel tool developed by the Dutch dealer group STAM complements this guide. It enables each dealership to assess its priorities based on its specific context and to build its own environmental roadmap.
- **This guide is a call to action. Together, let's make environmental performance a lasting competitive advantage for our network.**

Renault Group Sponsors



Sophie Guiot
VP, Network & Customer



Cléa Martinet
VP Group Sustainability

Disclaimer

Please note

- The best practices presented in this standard are recommendations aimed at improving environmental and/or economic performance, but they do not constitute an inventory of legal obligations
- This reference framework is provided by Renault Group to its network for information purposes only and does not replace the advice of specialized professionals adapted to each situation and country, nor the prescriptions of the competent authorities.

Regulatory

- As a reminder, it remains the responsibility of each dealer to comply with the regulations in force
- The regulatory elements mentioned in this reference are given for information purposes only, they are not intended to be exhaustive and may vary from one country to another or over time. It is therefore essential that each dealer refers to the regulations in force in their own country, the state of the art in its own country and to ensure that they remain relevant and in line with the latest developments

Economics

- The best practice sheets must be consulted considering local specificities, such as the country's energy mix, the cost of energy and water, government incentives, climatic conditions (e.g. business impact of droughts)...
- Some economic, return on investment (ROI), and environmental impacts may differ depending on local contexts.
- The figures included in this reference framework are given for information purposes only

Vision 2030 | Our vision of the 2030 Sustainable Dealership

HEALTHY

- # Soil & water pollution prevention
- # Chemicals safe management
- # Environmental management

ECO-CIRCULAR

- # Circular economy business (2nd part life, smart repair...)
- # Closed-loop vehicle washing system
- # Waste recycling
- # Rainwater recovery system



SOBER

- # Energy & water consumption reduction & monitoring
- # HVAC optimization
- # Eco-responsible materials
- # Footprint limitation
- # Building isolation

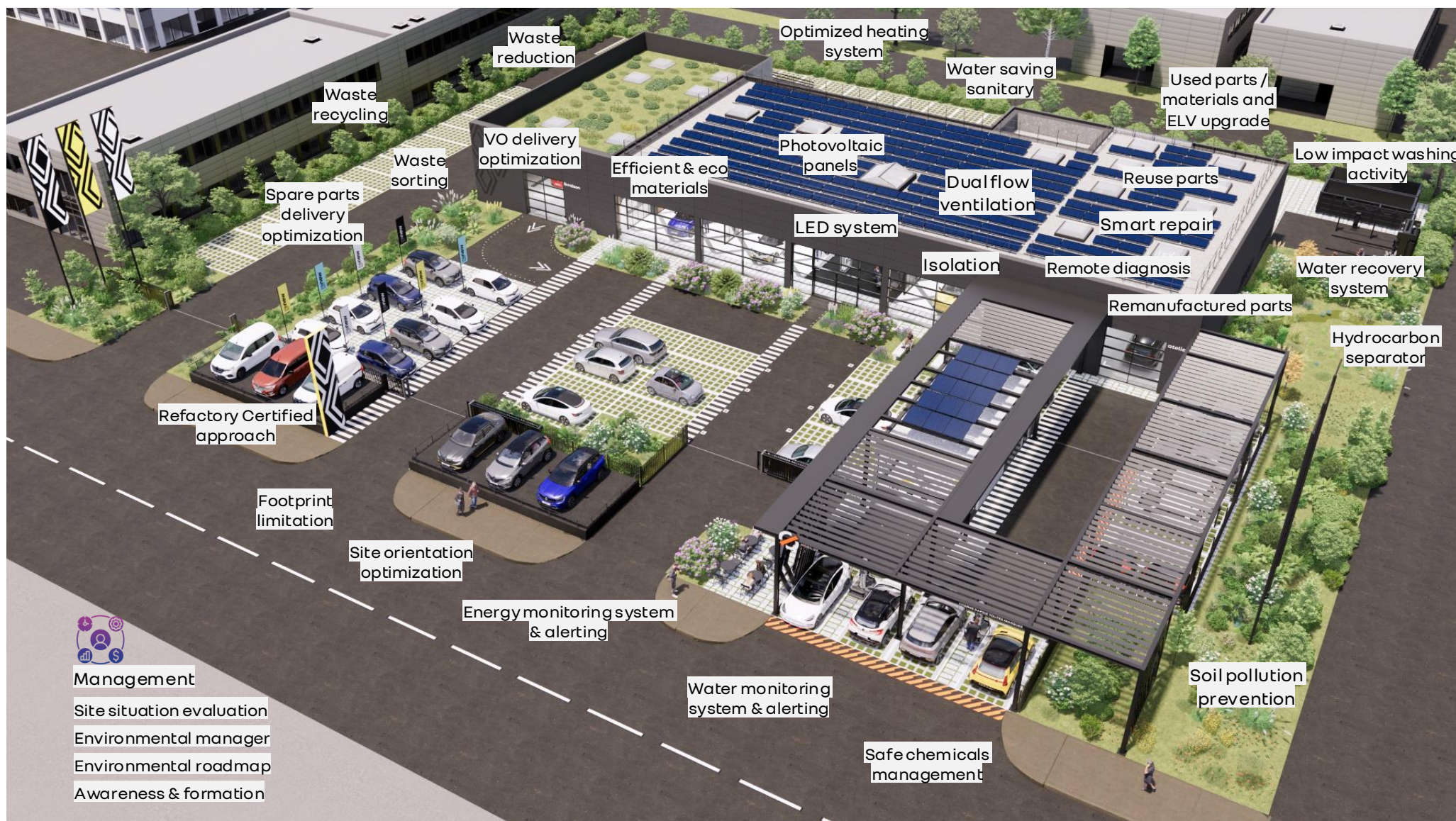
RENEWABLE-POWERED

- # Green energy certificate
- # Photovoltaic panels on roofs & parking
- # Electric charging stations on the parking
- # Energy storage

VEGETAL

- # Numerous green spaces (trees, hedge & driveways)
- # Permeable spaces (parking)

Vision 2030 | 2030 dealership is healthy, sober, renewable-powered, eco-circular & vegetal



Management

Site situation evaluation

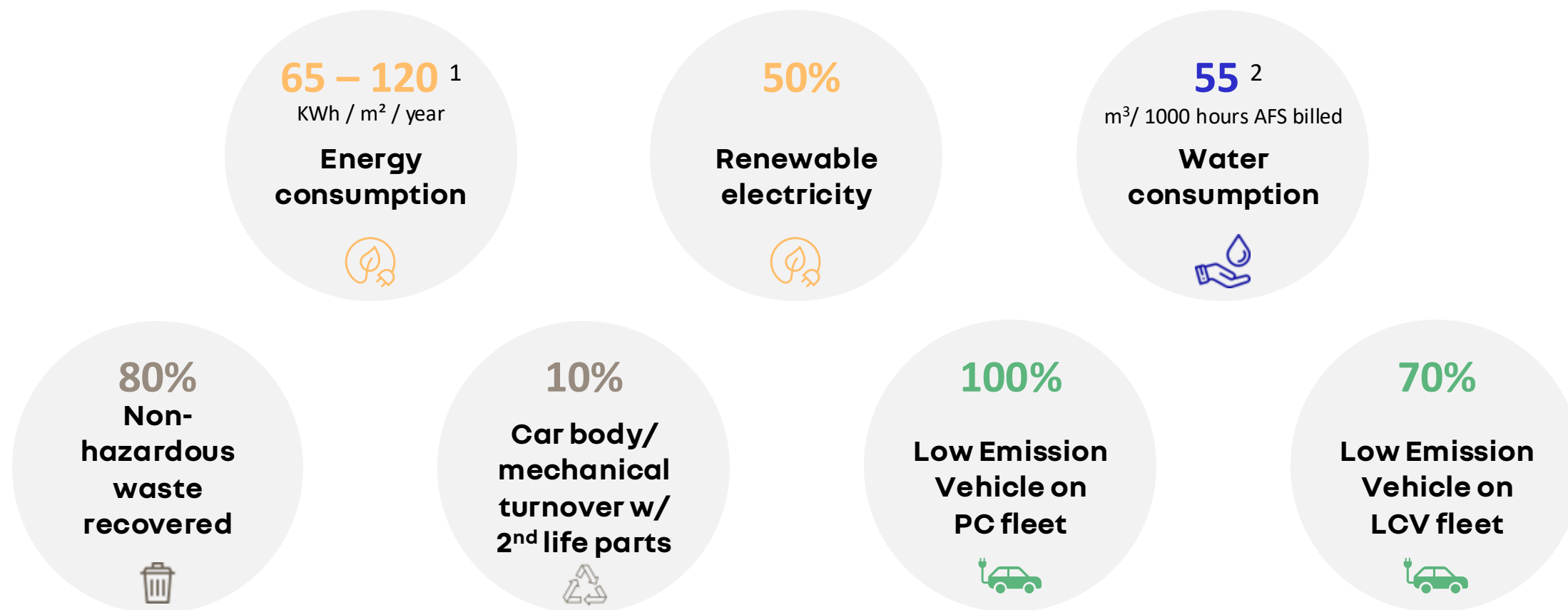
Environmental manager

Environmental roadmap

Awareness & formation

Ambition| Quantitative guidelines for a Sustainable dealership by 2030

The goal of these KPIs is to **provide guidance** to dealers on what is **solid environmental performance** in Europe. These will **not be mandatory** to achieve for dealers.



Notes

1: depending countries
2: Target can be reviewed locally

Low Emission Vehicle: < 50 gCO₂/km
Fleet: vehicles owned/ used by dealers,

incl. rental car (Mobilize Share)
LCV: Light Commercial Vehicle

PC: Private Car
AFS: After-Sales

Overview | 38 best practices overall – with Basic and more Advanced ones

STATUS	BUILDING	PROCESS	BUSINESS
BASIC	1. Adopt simple action to reduce energy consumption  	16. Raise awareness of the fundamentals of the environment (training)  	29. Develop « Smart Repair »  
	2. Install a monitoring and alerting system on energy consumption  	17. Sort waste 	30. Offer Remanufactured Parts  
	3. Install a monitoring and alerting system on water consumption 	18. Recycle and recover waste  	31. Offer traction battery repair services and reconditioned batteries  
	4. Install water-efficient sanitary facilities 		32. Offer reused parts  
	5. Optimize site orientation (New Building) 		
	6. Integrate efficient materials into building design (New Building)		
ADVANCED	7. Optimize heating and/or air conditioning systems 	19. Regularly assess the environmental impact of the site  	33. Offer the repair service for electronic parts  
	8. Install a BMS (Building Management System)	20. Ensure safe chemical management 	34. Apply remote diagnosis and limit customer travel  
	9. Optimize ventilation system	21. Embrace Green IT 	35. Adopt the “Refractory Certified” program 
	10. Replace heating and air conditioning systems with high performance equipment	22. Reduce carbon emissions of marketing campaigns 	36. Deliver spare parts with less impacts on CO2 emissions
	11. Reduce heat losses in buildings	23. Appoint an environmental manager 	37. Recycle end-of-life automotive traction batteries
	12. Opt for renewable energies	24. Establish an environmental roadmap 	38. Optimize end-of-life vehicle management
	13. Study the opportunity to install photovoltaic panels	25. Reduce the amount of waste produced 	
	14. Reduce water consumption	26. Prevent soil pollution 	
	15. Optimize organization to limit the footprint	27. Prevent water pollution	
		28. Optimize the washing activity	
Key  Quick Win  High economic impact (avoided costs, rapid ROI)			

European Union Regulations 2024 (non exhaustive)

Themes	UE regulation	Objectives
Energy (electricity & gas) consumption	Energy Efficiency Directive	- EU countries are required to achieve cumulative end-use energy savings for the entire obligation period (running from 2021 to 2030), compared to the projected energy consumption in 2030 (2020 reference scenario) [equivalent to -19% over period]
Green energy utilisation	Promotion of renewables energy	At least 42.5% the new binding renewable energy target for 2030 for an objective of 45%
Building energy performance	Energy performance of building directive	-60% in buildings in 2030 compared to 2015 0-emission building for new buildings (2030) [involves no fossil fuels (no gas boilers) and renewable energy production] - Member States renovate the 16 % worst performing non-residential buildings by 2030 and the worst performing 26% by 2033 Installation of an automated building control system – building with power > 70 kW (BACS decree - GTB)
CO ₂ emission reduction	Fit for 55	Reduction of GHG emissions by 55% in 2030 compared to 1990
Mobility	Strengthening of CO2 emission performance standards for new PC and new LCV	100% of 0-emission vehicles sold in 2035, -55% CO₂ emissions in 2030 for cars and -50% for vans compared to 2021
Dealership with environmental roadmap	CSRD : Corporate Sustainability Reporting Directive	- Carbon footprint (BEGES) mandatory (RG recommends calculation with GHG protocol) Environmental roadmap mandatory - To date (discussions in progress) In 2026 (out of 2025), companies with 2 of the 3 following criteria will be concerned: employees > 250, balance sheet > €25m, turnover > €50m.
Heating and air conditioning systems	F-Gas III	- Reduction of fluorinated greenhouse gas (GHG) emissions - Phase-in ban on the use of certain fluorinated GHGs and changes to maintenance and servicing arrangements
Packaging	Directive (EU) 2018/852 Packaging and packaging waste	Producer responsibility schemes guarantee the financing or funding and organization of the take-back and/or collection of used packaging and/or packaging waste and its redirection to the most appropriate waste management solutions, as well as the reuse or recycling of the packaging and packaging waste collected.
Déforestation	EUDR : European Union Deforestation Regulation	- Ensure non-contribution to deforestation of products (e.g. rubber, tires) - B2B customers only - From 12/30/2025, Due Diligence Statement (DDS) required for each transaction - ask supplier - including traceability information, risk statement and mitigation plan - End companies are also responsible in case of deforestation (with possible sanctions)

Template | How to read the best practices ?

The best practice sheets are built on an identical format. Below are the different sections that make it up

1 #: Main theme of best practice (Building, Process, Business)

2 Title: Title of the best practice

3 Tags: Correspond to the sub-themes of best practice

4 Benefits: Visual estimation of the benefits of this best practice. The higher the star rating, the higher the benefits of the best practice (fast ROI, positive environmental impact, compliance with European regulations, and visibility on customer satisfaction)

5 CSRD: Indicates which aspects of the CSRD (European regulation) the best practice addresses (direct impact)

6 Environmental impact: Indicates the impacts of the best practice on the environment (of the dealership or the environment in the broad sense)

#building 1 **to**

Adopt simple actions to reduce energy consumption

Energy **Building**

Benefits

ROI ★★★★★
Environmental ★★★★★
Regulatory ★★★★★
Client satisfaction ★★★★★

CSRD

Climate change
Use of resources
Biodiversity
Water

Environmental impacts

Energy consumption

Interest 10

• Resource utilization optimization
• Energy consumption reduction
• Electricity bill reduction

Solutions 11

1) Turn off façade lighting
2) Switch all lighting to LED
3) Turn off compressors evenings & weekends
4) Reduce ventilation rates
5) Turn off IT equipment evenings & WE
6) Remove auxiliary heaters
7) Turn off the AFS machines evening & WE
8) Reduce time amplitude
9) Reduce balloon temperatures

Economics 12

LED:

- **Costs:** 75 k€ investment for 2 ha of parking (example feedback FR)
- **Gains:** Up to 15% reduction in power consumption
- **ROI:** Approximately 3 years
- **Lifespan:** 15 to 20 years

Implementation of all the simple actions:

- **Costs:** Negligible
- **Gains:** About 5% more in reduced consumption

Implementation 14

1. **Send an official communication:** E.g. Email to all employees announcing the launch of the awareness plan and its objectives.
2. **Set up a visual display:** Posters and infographics in the common areas (break room, workshop, etc.) to remind people of eco-gestures and key figures.
3. **Offer incentives and rewards:** Implementation of incentive systems (challenges, rewards, etc.) helps to maintain employee motivation.
4. **Facilitate accessibility and keep it simple:** Actions put in place must be simple to understand and implement on a daily basis.

Simple energy reduction actions 13

- Turn off façade lighting
- Switch all lighting to LED
- Turn off compressors evenings & weekends
- Reduce ventilation rates
- Turn off IT equipment evenings & WE
- Remove auxiliary heaters
- Turn off the AFS machines evening & WE
- Reduce time amplitude
- Reduce balloon temperatures

15

Quick win 7 **BASIC 8**

RG 1

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Sustainable Dealer Program | Best Practices | 2025

AFS: After-sales | IT: Computer science | ROI: Return on Investment | WE: Week-End

Simple energy reduction actions 14

Confidential C

14 Implementation:

- Detailed implementation steps (equipment to be used, necessary fittings, studies, etc.) and estimated deadlines
- Potential tools and resources to facilitate implementation
- Links for more details (explanatory documents and videos if applicable)

7 Quickwin: Indicator of a best practice easy to implement with a quick ROI

8 Number: Number of the best practice sheet

9 Basic or Advanced: Indicates if it is a basic or advanced sheet

10 Interests: Benefits and advantages for the dealer to implement this practice

11 Solutions: Overview of possible solutions to implement this best practice

12 Economics: For each solution, indicative figures for one or more headings:

- Costs for the dealer (investments, maintenance, upkeep, etc.)
- Estimated gains or avoided costs
- Potential Additional Revenue
- Return on Investment (ROI)

13 Image: Explanatory visual if relevant

15 Lexicon: Definition of acronyms

Note *Customer satisfaction is measured in terms of "private customers/craftsmen/SMEs" and in terms of large companies/local authorities, which sometimes have environmental requirements

BUILDING



Best practices | Building

	Best practices	Quick win	ROI	Environmental	Regulatory	Client satisfaction
BASIC	1 Adopt simple actions to reduce energy consumption	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	2 Install a monitoring consumption and alerting system on energy	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	3 Install a monitoring consumption and alerting system on water	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	4 Install water-efficient sanitary facilities	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	5 Optimize site orientation (New Building)		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	6 Integrate efficient materials into building design (New Building)		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
ADVANCED	7 Optimize heating and/or air conditioning systems		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	8 Install a BMS (Building Management Technology)		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	9 Optimize the ventilation system		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	10 Replace heating and air conditioning systems with high-performance equipment		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	11 Reduce heat loss from buildings		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	12 Opt for renewable energies		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	13 Study the opportunity to install photovoltaic panels		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	14 Reduce water consumption		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	15 Optimize organization to limit footprint		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★

Adopt simple actions to reduce energy consumption

Energy Building

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD

Climate change
Pollution
Biodiversity
Water
Use of resources

Environmental impacts

Energy consumption

Interest

- Resource utilization optimization
- Energy consumption reduction
- Electricity bill reduction

Solutions

1) Turn off façade lighting

2) Switch all lighting to LED

3) Turn off compressors evenings & weekends and regularly check for leaks in the compressed air circuit

4) Reduce ventilation rates

5) Turn off IT equipment evenings & WE

6) Remove auxiliary heaters

7) Turn off the AFS machines evening & WE

8) Reduce time amplitude

9) Reduce balloon temperatures

Economics

LED :

- Costs:** around €23/m² (example feedback FR)
- Gains:** Up to 15% reduction in power consumption
- ROI:** Approximately 3 years
- Lifespan** = 15 to 20 years

Implementation of all the simple actions :

- Costs:** Negligible
- Gains:** About 5% more in reduced consumption

Implementation

- Send an official communication:** E.g. Email to all employees announcing the launch of the awareness plan and its objectives.
- Set up a visual display:** Posters and infographics in the common areas (break room, workshop, etc.) to remind people of eco-gestures and key figures.
- Offer incentives and rewards:** Implementation of incentive systems (challenges, rewards, etc.) helps to maintain employee motivation.
- Facilitate accessibility and keep it simple:** Actions put in place must be simple to understand and implement on a daily basis.

Turn off façade lighting

Switch all lighting to LED

Turn off compressors evenings & weekends

Reduce ventilation rates

Turn off IT equipment evenings & WE

Remove auxiliary heaters

Turn off the AFS machines evening & WE

Reduce time amplitude

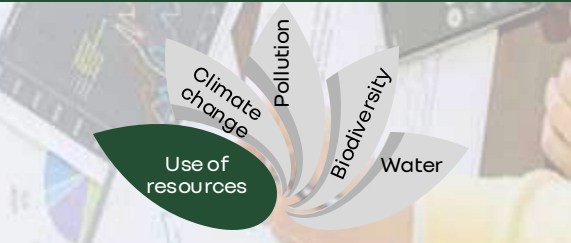
Reduce balloon temperatures

Install a monitoring and alerting system on energy consumption

Energy Building

Benefits	
ROI	★★★★
Environmental	★★★★
Regulatory	★★★☆☆
Client satisfaction	★★★☆☆

CSRD



Environmental impacts

- ↓ Energy consumption
- ↓ Site carbon footprint

Interest

- Rapid detection of consumption anomalies
- Resource utilization optimization
- Electricity bill reduction
- Energy consumption reduction through energy management

Solutions

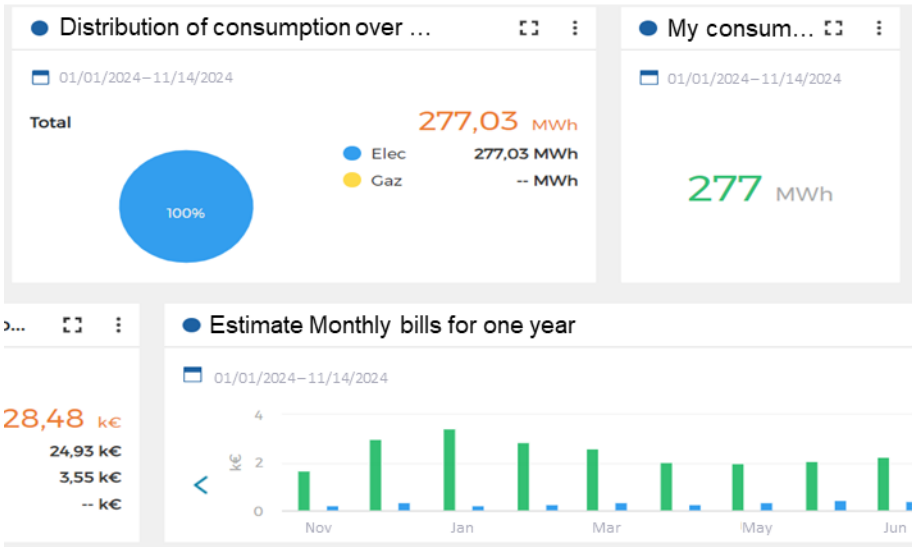
- 1) Call on a service provider for the installation of meters and monitoring of consumption and alerts on overconsumption and leaks

Economics

- **Costs:**
 - Around €6 /m² for installation (feedback France)
 - €1,000 per site/year for energy management (feedback France)
- **Gains:** -15% on gas and electricity over the first few years (leaks and overconsumption avoided)
- **ROI:** very fast < 2 years

Implementation

- **Use an energy monitoring platform:** Software to centralize, visualize, and analyze consumption data.
- **Get support:** Specify the frequency and format of energy monitoring reports, as well as the terms and conditions of support for the service provider (optimization recommendations, technical assistance, etc.)
- **Raise awareness and involve users** for monitoring alerts and actions to reduce consumption



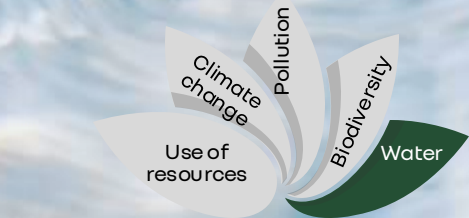
Example of a dashboard on monitoring energy consumption

Install a monitoring and alerting system on water consumption

Water Building

Benefits	
ROI	★☆☆
Environmental	★★★
Regulatory	★☆☆
Client satisfaction	★☆☆

CSRD



Environmental impacts

Water Consumption

Interest

- Rapid detection of consumption anomalies and potential leaks
- Resource utilization optimization
- Water bills reduction

Solutions

- 1) Install water meters that transmit data to an online platform (LoRa)
- 2) Analyze consumption curves and alert in case of leaks or overconsumption (possibly via a service provider)

Economics

- **Costs:**
 - About €3K/site (feedback from France)
 - Around 1000 €/site for management (often included in energy management cost)
- **Gains:**
 - Significant impact on the water bill in the event of significant invisible leaks
 - On sites that have installed it, overall savings of around 10% on water bills in 2024.
 - Leakage in 2023 = an additional €10K on a site's bill
 - Allows you to solve leaks in less than 48 hours and thus reduce the bill
- **ROI:** Low due to low water costs

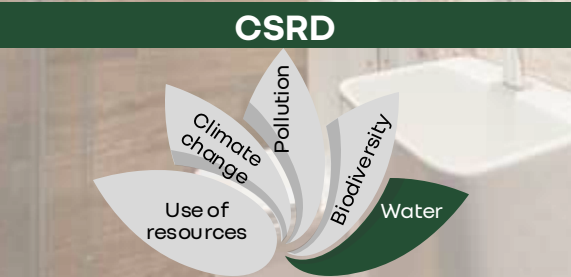
Implementation

1. Install meters with a service provider
2. Choose how to communicate and deal with overconsumption and leak alerts
3. Retrieve a semi-annual report on estimated earnings
4. Discuss monthly the inventory and effectiveness of the tool with the service provider

Install water-efficient sanitary facilities

Water Building

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
Water consumption	↓
Prevention of water pollution	↓
Energy consumption	↓

Interest

- Water consumption reduction
- Resource utilization optimization
- Water bills reduction
- Brand image improvement with customers and employees

Solutions

- 1) Install low-flush toilets
- 2) Install a dual-flush toilet
- 3) Install aerators on taps

Economics

- **Costs:**
 - Approximately €100-300 per sanitary
 - About €15 for the aerators
- **Gains:**
 - Dual flush toilets = savings of up to 80% compared to traditional toilets.
 - Low-flow toilets = savings of up to 40% compared to traditional toilets.
 - Aerators = 30 to 50% water savings
- **ROI:** Interesting due to the low investment cost (but to be compared with the low cost of water)

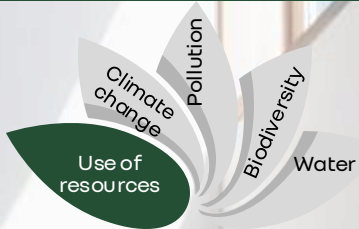
Implementation

- Installation by a plumber will guarantee
 - A standard-compliant installation,
 - Optimal operation
 - Improved plant durability.

Optimize site orientation

Energy

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★
CSRD	



Environmental impacts	
↓ Energy consumption	↓
↓ Site carbon footprint	↓

Interest

- Indoor temperature and brightness optimization
- Energy bills reduction

Solutions

1) Orient the main façade according to the amount of sunlight (to the north for sunny regions, to the south for regions with little sunlight)

2) Optimize opaque surfaces according to the orientation of the building (limit glazing or use sun shades in sunny areas)

Economics

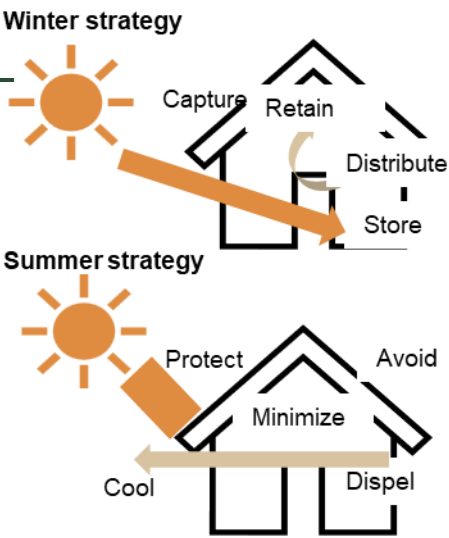
- Costs:** Negligeable if taken upstream of the project
- Gains:**
 - Between 10 and 20% savings on energy bills
 - On a building with medium inertia, a south-facing façade makes it possible to save about 3 kWh/m²/year regardless of the climatic zone, which represents about 50% of heating consumption in south of France and 10% in north of France

Implementation

- Discuss with the architect/building designer to adapt the project to the site from the beginning of the project. Take into account
 - Site geography
 - Local climatic conditions
 - Urban environment
 - Site signage (and in particular the facade)

- The orientation of the site from an environmental point of view may sometimes be at odds with the orientation of the site from a commercial point of view

Note: A south-facing orientation of the showroom will certainly be beneficial in Belgium, but a source of discomfort in Spain



Importance of site orientation for optimizing sunlight

Integrate efficient materials into building design

Energy Building Circular economy

Benefits

ROI

Environmental

Regulatory

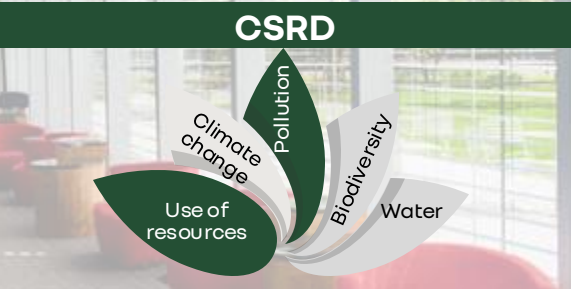
Client satisfaction

★ ★ ★

★ ★ ★

★ ★ ★

★ ★ ★



Environmental impacts

CO₂ Emission

Circular economy promotion

Interest

- Building's carbon footprint limitation
- Energy insulation improvement
- Operating costs reduction
- Employee well-being improvement
- Eco-responsible image with clients promotion

Solutions

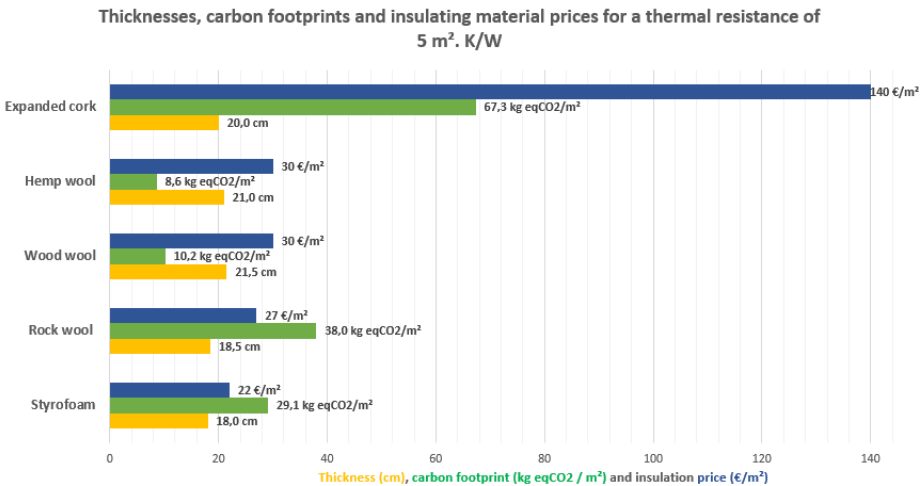
- 1) Favor locally produced materials
- 2) Favor a wooden frame
- 3) Favor bio-based insulation (plant-based or recycled)

Economics

- **Costs**: slightly higher than standard materials (see graph)

Implementation

- The search for effective materials to reduce the carbon impact is a compromise between:
 - Insulation efficiency (do not use a material with a low carbon impact but which has a negative impact in operation afterwards)
 - Carbon weight of the material
 - Carbon weight of transport
- To implement the use of efficient materials, it is necessary to
 - Prioritize local, recycled or renewable materials from the design stage of the project, in collaboration with suppliers and builders
 - Optimize insulation and energy performance, while favoring sustainable and recyclable solutions
 - Integrate these choices into an environmental management plan throughout the project



France data on selected alternative materials

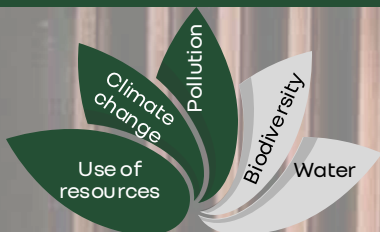
Optimize heating and/or air conditioning systems

Energy Building

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD



Environmental impacts

- ↓ Energy consumption
- ↓ Site carbon footprint

Interest

- Energy consumption reduction related to heating / air conditioning
- Site's CO₂ emissions reduction
- Occupant comfort improvement

Solutions

1) Regulate heating installations according to the outside temperature

2) Install a BMS* to control the heating and air conditioning installations

Economics

Solution 1

- **Costs:** €10k to €30k depending on the installation for the installation, on an existing old-generation boiler, of a regulation according to the outside temperature
- **Gains:** about 15%
- **ROI:** regularly < 5 years

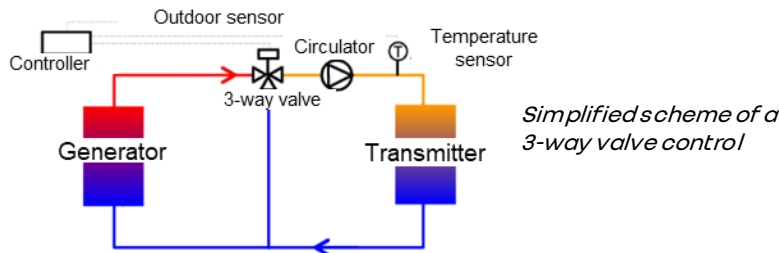
Solution 2

- **Costs:**
 - About €60K for a dealership with a surface area of 5000m² (depending on the size of the site and the equipment to be managed) – It can be reduced if it is limited to certain areas (prioritize the HVAC area)
 - Annual fee €1,500 + subscription fees – around €500
- **Savings:** 20% on energy consumption
- **ROI:** < 4 years

Implementation

Solution 1

- The control of an existing boiler according to the outside temperature is done via the addition of a 3-way mixer valve on the hot water circuit coupled with a regulator and temperature sensors



Solution 2

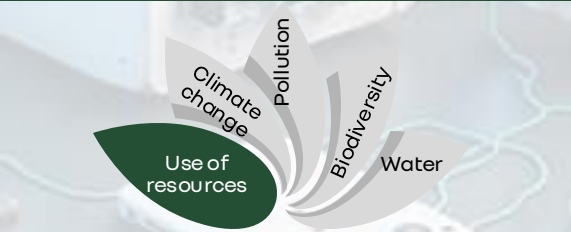
- BMS = Systems able to monitor and record energy consumption and specific parameters while controlling the various technical equipment of the building
- The installation of wireless equipment reduces the cost of project
- The BMS is ideally coupled with the subscription of an Energy Management contract

Note: * For more information on BMS, refer to [sheet n°8](#)

Install a BMS (Building Management System)

Energy Building

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★
CSRD	



Environmental impacts	
↓ Energy consumption	↓
↓ Site carbon footprint	↓

Interest

- Resource utilization optimization
- Electricity bill reduction
- Energy consumption reduction through energy management

Solutions

1) Install a complete BMS

Economics

- **Costs:**
 - Installation of a BMS = about €60K for a car garage with a surface area of 5000 m² (depending on the size of the site and the equipment to be controlled: heating, air conditioning, lighting, showroom, etc.). It can be reduced if it is limited to certain areas: prioritize the HVAC (Heating, Ventilation, Air Conditioning) area
 - Annual costs of about €1,500/year for energy management plus subscription costs (around €500/year)
- **Savings:** about 20% on energy consumption
- **ROI:** < 4 years

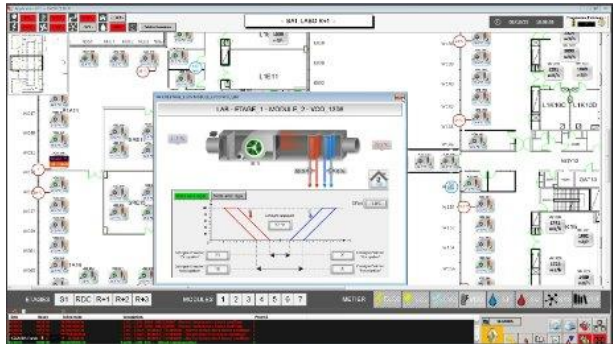
A best practice is to couple a consumption monitoring and energy alert system with a BMS in the Heating, Ventilation, Air Conditioning area

Implementation

- These systems must be able to monitor and record energy consumption and specific parameters (temperature, humidity) while controlling the various technical equipment of the building.
- They consist of a set of counters, actuators, probes and regulators that communicate with each other
- The installation of wireless equipment reduces the cost of work and the time of implementation.
- Ideally, the implementation of a BMS should be accompanied by a subscription to an Energy Management contract so that you can benefit from the expertise of a company specialized in the management of technical installations



Possible scope of a BMS



Screen page of an Air Handling Unit on a supervision

Optimize ventilation system

Energy Building

Benefits

ROI

Environmental

Regulatory

Client satisfaction

★

★

★

★

★

★

★

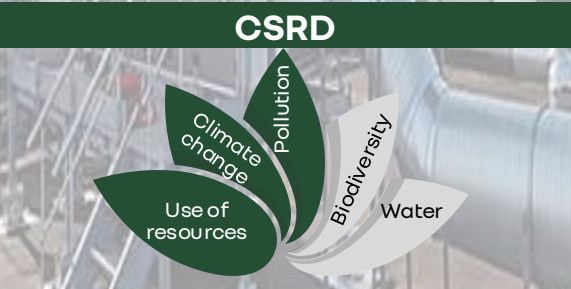
★

★

★

★

★



Environmental impacts

↓

Energy consumption

↓

Site carbon footprint

Interest

- Ventilation-related energy consumption reduction
- Site CO₂ emissions reduction
- Indoor air quality improvement in ventilated rooms
- Occupant comfort improvement.

Solutions

- 1) Installation of double-flow energy recovery ventilation units (AHUs)
- 2) Time management of ventilation equipment
- 3) Modulation of supply and return air flows according to the occupancy of the premises

Economics

- **Costs:**
 - Cost of installing a dual-stream AHUs and associated networks: +80% compared to a single-stream installation but depends on the flows and configuration of the site.
 - *For an installation of 1200 m³/h serving an office area accommodating 45 people (234m²), count on about €35K*
 - The installation of a night reducible (reduction of ventilation flows during the night): negligible cost (addition of a clock or directly from the AHU regulator)
 - The implementation of a flow modulation: about €2K to €4K additional per zone
- **Gains:** Double-flow ventilation reduces consumption by about 70% on the ventilation station compared to a single-flow installation
- **Note:** double-flow ventilation is only relevant in the "office" zone of the dealership

Implementation

- The implementation of a double-flow AHU (for the office/meeting room areas and possibly the showroom) requires the installation of a supply network and a recovery network, the latter must be insulated in order to limit heat loss and promote energy recovery.
- The ventilation system must be configured according to the site's occupancy hours and flow rates must be reduced during closing periods to limit energy consumption.
- Some premises, such as meeting rooms or dining halls, are not constantly occupied. The installation of presence detectors or CO₂ sensors coupled with motorized shutters in the networks will make it possible to modulate the flow rates according to the actual occupancy and thus reduce consumption.

Designation of spaces	Minimum fresh air flow per occupant (cubic metres per hour)
Offices, areas without physical work	25
Catering areas, sales areas, meeting rooms	30
Workshops and areas with light physical work	45
Other facilities	60

Figures given by way of example, refer to the regulations in force

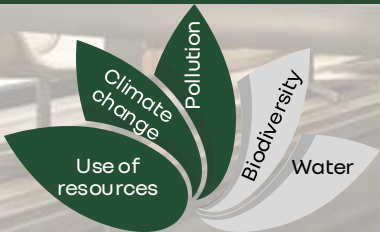
Replace heating and air conditioning systems with high performance equipment

EnergyBuilding

Benefits

ROI	★☆☆
Environmental	★★★
Regulatory	★☆☆
Client satisfaction	★★★

CSRD



Environmental impacts

- ↓ Energy consumption
- ↓ Site carbon footprint

Interest

- Energy consumption related to heating and/or air conditioning reduction
- Site CO₂ emissions reduction
- Occupant comfort improvement

Solutions

1) Install heat pumps or VRF (variable refrigerant flow)

2) Install condensing boilers

Note : The environmental impact of electric heating systems (heat pumps, VRF) is closely linked to the country's energy mix. The more carbon-intensive the energy mix, the less environmentally profitable the use of electrical equipment will be

Economics

Solution 1 : Heat pump and VRF

- **Costs :** Heat pump: 220 k€ incl. the cost of networks, terminals and heat pumps; VRF: 160 k€ including the cost of networks. Prices may vary depending on the site
- **Gains :** ↓ area consumption by 3, ↓ CO₂ emissions up to 90% (for a low-carbon electricity mix). Unlike the heat pump (for the entire concession), the VRF only concerns the offices and showroom.
- **ROI :** Heat pump > 15 years; VRF > 10 years Both solutions allow the area to be cooled

Solution 2 : Condensing boilers

- **Costs :** Limited over-investment of 20 to 25% compared to a standard boiler. FR example: €44k for a condensing boiler vs. €35k for a standard boiler
- **Gains :** 15 to 20% on consumption with optimised regulation

Daikin VRF outdoor unit (left) and Varmax Atlantic condensing boiler (right)



Air Heat Pump Outdoor / Water - Trane



Implementation

- In its most common configuration (Air/Water heat pump), a heat pump must be placed outside the building. Its positioning must be carefully studied (floor space required and mass constraint if positioning on the roof).
- Although technologies are evolving, heat pumps are, for the most part, unable to produce water as hot as a boiler. The water regime of the existing emitters must therefore be checked from the first phases of reflection on the project. Solutions exist (series or high-temperature heat pump) but this increases the cost of the work.
- The heat pumps must use refrigerants that comply with the European F-Gas III regulation.
- Geothermal heat pumps can be installed inside buildings, in a technical room. Drilling is then necessary and soil studies must be carried out upstream.
- To reduce the cost of the work, direct expansion systems (VRF type) can be installed in the tertiary areas of the building (showroom / offices). This requires the replacement of emitters but will allow significant savings in consumption compared to gas or electricity systems with a joule effect.
- Gas condensing boilers must be coupled with outside temperature control to maximize the efficiency of the production facility₂₂

Reduce heat losses in buildings

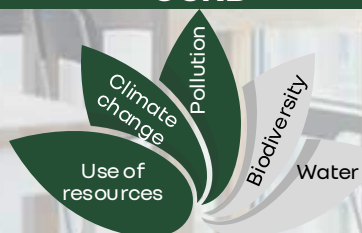
Energy

Building

Benefits

ROI	★☆☆
Environmental	★★★☆☆
Regulatory	★☆☆☆☆
Client satisfaction	★☆☆☆☆

CSRD



Environmental impacts

- ↓ Energy consumption
- ↓ Site carbon footprint

Interest

- Energy consumption related to heating and/or air conditioning reduction
- Site CO₂ emissions reduction
- Occupant comfort improvement

Solutions

1) Insulation of walls / high floors / roofs from the inside or outside

2) Replacement of glass surfaces

3) Reduction of air infiltration

Economics

- **Costs:**
 - Insulation from outside: between €150 and €250/m²
 - Insulation from inside: between €100 and €150/m²
 - Roof insulation: between €150 and €250/m²
 - Replacement of joinery: between €800 and €1,300 /m²
 - Replacement of doors with automatic sectional doors: between €4 and €7 k
- **Gains:** Reduction of consumption by up to 70%
- **ROI :** > 20 years due to the very high investments but relevant in the context of a complete renovation

Distribution of heat loss in a dealership: Roof 20 to 30% | Walls 20 to 25% | Air Renewal 20 to 25% | Thermal bridges 5 to 10% | Windows 10 to 15% | Low floor 7 to 10%

Implementation

- Choose insulation with a low environmental impact (natural insulation) when possible.
- Insulation from the outside has many advantages over insulation from the inside (conservation of the useful surface, work on an occupied site, improvement of the aesthetic appearance of the building, etc.).
- For joinery, prefer double glazing with reinforced insulation to the north and east and double glazing with integrated sun protection to the south and west. To improve comfort in summer and limit air conditioning consumption, external blinds are to be preferred.
- In order to limit parasitic air infiltration, which has a strong impact on heat loss, different solutions can be put in place: airlocks at the entrance to showrooms or revolving doors, automatic closing systems for sectional doors, sectional doors with quick opening and closing.

Note: The installation of airlocks can have a negative impact on the showroom's sales area, so automatic door systems are preferable.



Insulation from outside

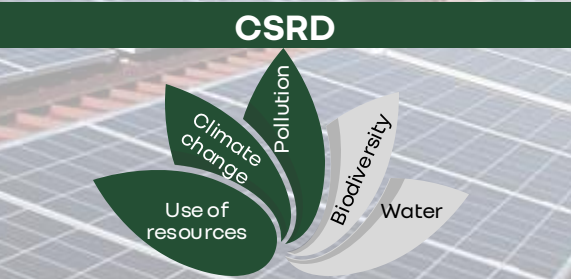


Sectional view double glazing

Opt for renewable energies

Energy Building

Benefits	
ROI	★☆☆
Environmental	★★★★
Regulatory	★★★☆☆
Client satisfaction	★★★★★



Environmental impacts	
↓	Energy consumption
↓	Site carbon footprint

Interest

- Environmental footprint reduction
- Energy costs reduction
- Clean and sustainable energy sources use

Solutions

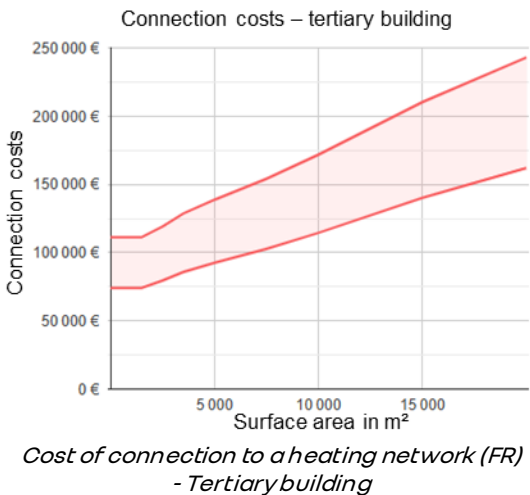
- 1) Install photovoltaic panels (see [sheet n°13](#))
- 2) Purchase renewable energy
- 3) Connect to a district heating network powered by renewable energies

Economics

- Solution 1 : Photovoltaic**
 - **Costs** : Significant initial investment, find out about subsidies
 - **Gains** : Up to 65% savings on electricity bill but depends on the price of energy in the countries
 - **ROI** : between 8 and 20 years
 - Lifespan of the panels = 20 years
- Solution 2 : Purchase green energy**
 - Offers available on the market to guarantee the "renewable" origin of the energy supplied
 - **Costs** : The tariffs depend on the energy suppliers and the geographical origin of the production sites
- Solution 3 : Heating network connection**
 - **Feasibility**: Ask municipalities about possible projects
 - **Costs** : Depends on the surface area of the building (see graph below)

Implementation

- **Photovoltaic** : For more information, refer to [sheet n°13](#)
 1. Perform a site analysis
 2. Request a connection and technical-economic feasibility study
 3. Explore financing options, town planning permissions, and grid connection
- **Purchase green energy**:
 1. Opt for a green energy supplier or buy certified green certificates.
 2. Certifications make possible to select the most sustainable offers (refer to the energy agencies of the countries; e.g. ADEME Premium offers - France)
- **Heating network**:
 1. Before considering replacing a generator, check with the municipalities if the deployment of a heating network is planned



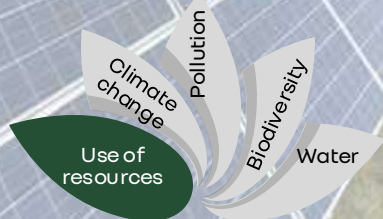
Study the opportunity to install photovoltaic panels

Energy Building

Benefits

ROI	★☆☆
Environmental	★★★
Regulatory	★★★
Client satisfaction	★★★

CSRD



Environmental impacts

- Site carbon footprint
- Unused space optimization
- Spaces waterproofing

Interest

- Energy costs reduction
- CO₂ emissions reduction
- Brand image strengthening
- Revenue generation through the resale of electricity
- Sun protection of exposed vehicles

Solutions

1) Install photovoltaic shades in car parks

2) Install photovoltaic panels on the roof

Economics

- Costs :**
 - Large initial investment, approximately €400/m² of roof panels, on average 65% of the roof covered
 - Around 10% of initial investment in annual costs (including a change of solar inverter after 10 years)
 - Often subject to subsidies, check with your local authorities
- Gains :** Up to 65% savings on electricity bills
- Panel lifespan : around 20 years
- ROI :** Between 8 and 20 years

Implementation

- Analyze the site:** Evaluate the available area, orientation, sunlight, condition of the car park structure and technical constraints
- Carry out connection and techno-economic feasibility studies:** Estimate the energy production, investment and operating costs, potential savings, return on investment and profitability of the project. Be careful, the impact on the visibility of the commercial façade as well as the management constraints on the rental sites must also be studied.
- Explore financing options**
- Apply for town-planning permission**
- Connect to the power grid**
- Ensure maintenance**

Note : Feedback shows that the roofs of existing dealership buildings are generally not suitable for the installation of photovoltaic panels (too heavy weight), Photovoltaic shades on car parks are therefore to be preferred

Reduce water consumption

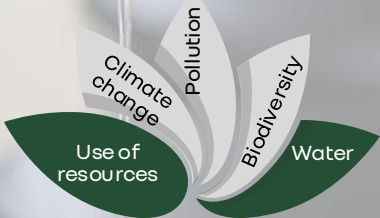
Building

Water

Benefits

ROI	★☆☆
Environmental	★★★
Regulatory	★☆☆
Client satisfaction	★★★

CSRD



Environmental impacts

- Water Consumption
- Drought anticipation
- Resource preservation

Interest

- Activities environmental impact reduction
- Site's image improvement
- Business continuity during drought periods

Solutions

1) Install a rainwater harvesting system

2) Install a washwater recycling system

Economics

Solution 1: Rainwater harvesting

- Costs:** €10K depending on the size and volume of the tank
- Gains:** Reduction of the water bill (+/- 20% savings)
- ROI:** Low due to low water costs

Solution 2 : Wash water recycling

- Costs:** approximately €150K
- Gains:** 85% savings and business continuity in times of drought, no business interruption
- ROI:** Low due to low water costs and high investment

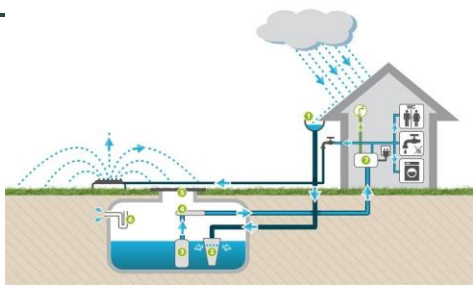
Implementation

Rainwater harvesting:

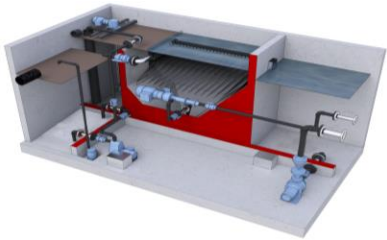
- The storage capacity must be at least 10,000 litres. The tank must be buried and preferably cylindrical in shape
- The rainwater harvesting system must include a pollutant filtration process and must be independent of the drinking water circuit
- The rainwater collected is intended for the following uses: watering, toilet supply, etc.
Be careful, the quality of the water is, in general, not good enough to be used for washing vehicles

Wash water recycling (For more details, refer to [sheet n°27](#))

- When designing the project, make sure to install the recycling system near the washing station
- The recycling system, in order to be compliant, must include: a decanter or sludge, a hydrocarbon separator, a filtration system and pumps, a disinfection device and a storage capacity



Rainwater harvesting system



Washing water recycling system

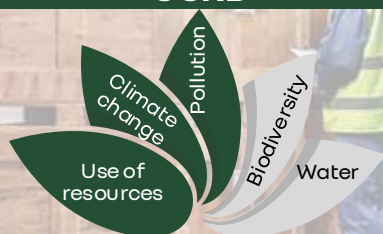
Optimize organization to limit the footprint

Energy Building
Circular economy

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD



Environmental impacts

- CO₂ Emissions
- Noise pollution
- Site carbon footprint
- Circular economy promotion

Interest

- Gain of m² during design of the building
- New construction avoidance during renovation
- Available space maximization
- Operational costs reduction
- Logistics efficiency improvement

Solutions

1) Pooling parts warehouses

2) Pooling new vehicles preparation

3) Pooling vehicle refurbishment (renew)

Economics

- Gains:**
 - Reduction of investment from 5% to 15%
 - Reduction of energy bills by up to 20%
 - Reduction of operational costs by 5% to 20%
 - Recovery of an average of 25% of the surface area (in the case of renovation)
 - Improved profitability by 5% to 10% on average.

Implementation

- The study of the implementation of a new construction or a major restructuring is based on the tools and supports developed by Renault Group. <https://brandstores.renault.com/>
This study is carried out through four points:
 - Activities** : Verify that the expression of needs has been carried out and that the main activity data have been quantified in year N and year N + 5 (allows the verification of the correct sizing of the project). This applies to the activities of **back office** i.e. : *vehicle refurbishment (Renew), parts warehouses, traction battery repair, preparation of new vehicles and centralized bodywork.*
 - Hub Approach** : Determine the delocalized activities (positioned on a site different from the main site) and/or shared (shared with one or more other sites).
 - Surfaces** : Check that all the workstations necessary for the smooth running of activities are present in optimal number and sized according to RENAULT standards.
 - Fundamentals** : Verify that the fundamental principles of flow and implementation of **Lean** standards are respected in the project.



Dealership



Centralized parts warehouse

PROCESS



Best practices | Process

	Best practices	Quick win	ROI	Environmental	Regulatory	Client satisfaction
BASIC	16 Raise awareness of the fundamentals of the environment (training)	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	17 Sort waste	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	18 Recycle and recover waste	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	19 Regularly assess the environmental impact of the site	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
ADVANCED	20 Ensure safe chemical management	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	21 Embrace Green IT	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	22 Reduce carbon emissions of communications/ marketing campaigns	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	23 Appoint an environmental manager		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	24 Establish an environmental roadmap		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	25 Reduce the amount of waste produced		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	26 Prevent soil pollution		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	27 Prevent water pollution		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	28 Optimize the washing activity		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★

Raise awareness of the environmental fundamentals through training

Management

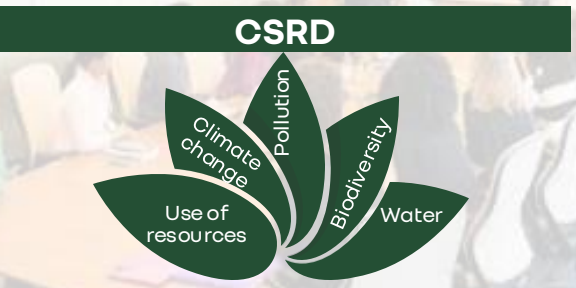
Energy

Water

Waste

Pollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



- Environmental impacts
- Consumption: water, energy, raw materials
- Prevention of water, air and/or soil pollution
- Circular economy promotion
- Chemical risk management

Interest

- Team engagement reinforcement
- Best environmental practices adoption
- Knowledge of the challenges of a garage in terms of: waste management, water consumption and discharge, soil pollution prevention, energy management, classified facilities (ICPE), atmospheric emissions, noise pollution, etc.

Solutions

- 1) Approach a training organization specialized in the protection of the environment of dealership
- 2) Appoint an environmental manager whose mission is defined(cf.[sheet 22](#))
- 3) Raise awareness and animate all the company's employees

Economics

- **Costs** : function of:
 - The training solution adopted
 - The number of people to be trained
 - The duration (internal / external / online).
- **Gains** : Changing employee behaviour will bring significant and measurable economic gains (consumption (water, energy), waste production, pollution prevention, etc.).

Implementation

The themes are defined on the basis of the environmental analysis carried out beforehand

Main training themes to be deployed:

- Know and comply with the applicable regulations
- Limit greenhouse gas emissions
- Limit resources consumption (water, energy)
- Optimize waste management (sorting, adapted treatment channels)
- Prevent pollution and associated risks (retention, management of hazardous liquids)
- Integrate prevention into projects (noise, atmospheric emissions, soil, waste, consumption of resources, etc.)
- Implement sustainability and circular economy initiatives
- Encourage employees to limit their carbon footprint (carpooling, soft mobility)

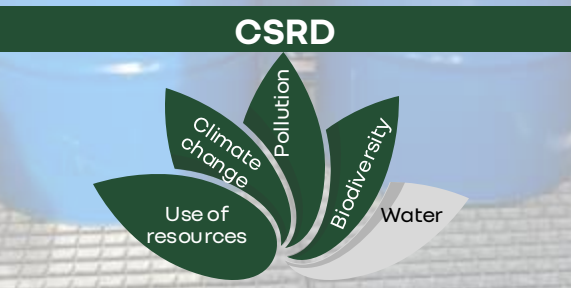


Examples of environmental training
<https://climateclarity.co.uk/biodiversity-collage/>
<https://climatefresk.org/>
<https://formations.ademe.fr/accueil.html> (FR)

Sort waste

Waste Pollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
↓ Waste	
↓ Site carbon footprint	
Resources preservation	
Biodiversity preservation	

Interest

- Cost reduction
- Minimization of waste treated by expensive treatments (Non-Hazardous Mixed Waste and Hazardous Waste)
- Waste resale gains optimization
- Attraction of a clientele concerned about the environment and increasingly accustomed to respecting sorting at home

Solutions

1) Sorting HW, non-recyclable waste, Paper/Cardboard, Wood, Plastic, Metal, Glass, WEEE

2) Sorting recoverable hazardous waste (solvents, used oils)

3) Identify containers to facilitate sorting

4) Integrate internal recycling areas and recycling areas for clients

Economics

- **Costs :**
 - Poor waste sorting can lead to additional management costs of up to €430/ton (hazardous waste) compared with a profit from resale (€280/ton for aluminum)
 - Risk of fine in the event of incorrect sorting and sending to an incorrect channel (additional cost of €150/ton in addition to sorting/transport)

Note : Economic estimates may vary by country/region

Implementation

1. **Organize a clear display** (pictograms) to facilitate waste sorting and indicate the nature of the waste collected (on the container and/or the location of the container) for each of the main types of waste to be sorted (Hazardous, Non-Recyclable, Paper/Cardboard, Wood, Plastic, Metal, Glass, WEEE)
2. **Mark the sorting area on the ground and add an optimal number of containers** to limit movements related to sorting operations - Recommendation: 1 sorting kit for a maximum of 2 working stations for NHWs, avoid any movement of more than 30m to access a specific container from all the stations concerned (NHW & HW)
3. **Identify Hazardous Waste recovery channels for recoverable hazardous waste** (solvent, used oils) and use it for the collection of this waste (e.g. SEVIA in France). Oils must be sorted by recyclable category.
4. **Evaluate the effectiveness of sorting periodically** (internal audit and waste service provider)



Outdoor storage of hazardous waste



Non-hazardous waste sorting bins



Non-hazardous waste sorting bins

Recycle and recover waste


Waste


Pollution


TEXTILE


GLASS


BOTTLE


BULB

ROI

Environmental

Regulatory

Client satisfaction

★★★★

★★★★

★★★★

★★★☆☆

CSRD


Climate change


Pollution


Biodiversity


Water


Use of resources

Waste

Site carbon footprint

Resources preservation

Circular economy promotion









Sustainability Toolbox For Dealer | Best Practices | 2025

Interest

- Waste recycling
- Non-recyclable materials recovering
- Circular economy promotion
- Natural resources preservation

Note: The producer of the waste is responsible for it until it is disposed of, the lack of control of its waste channels¹ represents a legal and brand image risk.

Solutions

1) Prohibit landfilling and favor (a) reuse (b) recycling of materials after treatment, (c) recovery of non-recyclable materials, (d) energy recovery

2) Dispose waste in channels¹ approved by eco-organizations (eco-packaging, WEEE, tires, used oils, ELVs)

3) Regenerate the solvents (return to the supplier of the used solvent)

4) Secure management of hazardous waste until its final disposal

Economics

- Costs** : Recycling via an eco-organization allows free disposal of waste (waste concerned: WEEE, used tires, ELVs, oils and from 2025 packaging (otherwise the additional cost can be up to €250/ton)
- Gains**: The resale prices of recoverable waste are estimated in France at:

Pallet (type Europe)	Cardboard/ Paper	Scrap metal	Aluminium	Lead-acid batteries	Catalytic converter
€110/ton	€25 - €80/ton	€60 - €100/ton	€280/ton	€620/ton	150 (unitary)

Please note that WEEE can be resold if it has been sorted separately

Implementation

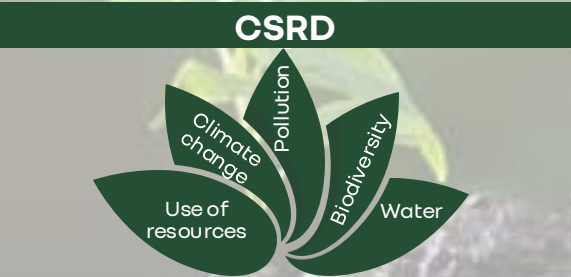
- Encourage the reduction and recyclability of packaging (recyclable materials, limit over-packaging, ban single-use plastics that are not returned for reuse)**
 - Include a waste recovery system in the waste contract (e.g. double invoicing system: the service provider invoices waste, and the dealership invoices the resale of recoverable waste).
 - Build a partnership with recycling players (waste management service providers, eco-organizations) to optimize recycling/recovery
 - Optimize the quantity and quality of recyclable materials by setting up pre-identified containers, labeling hazardous waste (hazard pictogram) and storage sheltered from rain/flooding (tarpaulin or roof skips, shelters/awnings, closed packaging - caps, empty packaging returned)
- Track and measure** recycled waste in a register (type, quantity, treatment pathway, date of removal), the % of batteries recycled (batteries sold and repaired), and solvents to obtain a **recovery and recycling rate**

Note : ¹These solutions can be applied insofar as suitable processes are available in the neighboring country or countries

Regularly assess the environmental impact of the site

Management

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
	Consumption: water, energy, raw materials
	Prevention of water, air and/or soil pollution

Interest

- Pollution sources identification
- Progress measurement
- Assistance in the construction of the action plan
- Energy consumption and resources optimization
- Operational costs reduction
- Improved brand image
- Anticipation of future environmental risks
- Strengthening the commitment to sustainable development

Solutions

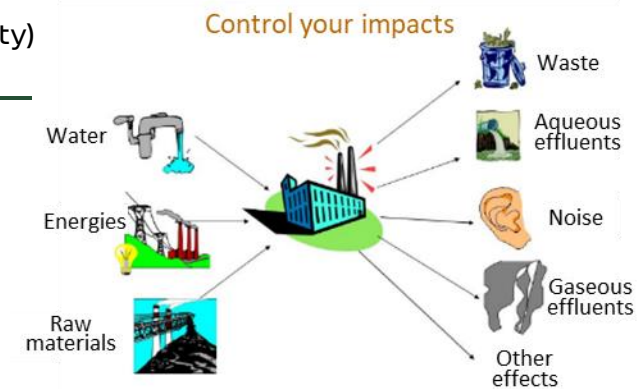
- 1) Carry out a self-diagnosis of the site
- 2) Have a site diagnosis carried out

Economics

- **Gains** : Potential reduction of 10 to 30% in water and energy consumption (gas, electricity)
- Economic recovery (buy-back) of all recyclable or recoverable waste

Implementation

1. **List all activities and services and their interactions with the environment**
 - Use the self-assessment grid provided by Renault Group or make an inventory of the activities that may have an impact on the environment: impacts directly linked to the activity (waste production) or indirect impacts (electricity consumption of the site)
2. **Quantify incoming and outgoing flows (consumption, tonnage, volume, etc.)**
 - An effective consumption measurement system (e.g. ALERTEO in France) makes it possible to better manage and reduce consumption
3. **Prioritize major impacts to build the associated reduction plan**
 - Determine the legal requirements, i.e. the laws that govern your activity. For example, regulations governing waste or the use of air-conditioning fluids.
 - Diagnose Significant Environmental Aspects: these are cases in which an element of an activity, product or service has a significant environmental impact.
 - Prioritize actions in those cases with the greatest environmental impact. Potential gains will depend on this analysis



Useful links:
<https://www.bswllp.com/environmental-issues-facing-auto-dealers>
Environmental Innovation and Green Growth in the Repair and Maintenance of Cars—Case Study:
<https://www.mdpi.com/2071-1050/13/22/12853>

Ensure safe chemical management

Management Pollution

Benefits

ROI

Environmental

Regulatory

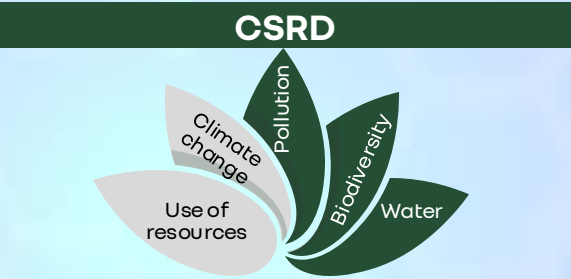
Client satisfaction

★ ★ ★

★ ★ ★

★ ★ ★

★ ★ ★



Environmental impacts

Chemical risk management

Prevention of water, air and/or soil pollution

Interest

- Prevention of accidents (including fires) and pollution
- Protection of the health and safety of employees
- Reduced risk of administrative and criminal prosecution

Solutions

1) Know and apply the recommendations of the Safety Data Sheets (SDS), in particular Sections 6.2 "Environmental Protective Precautions" and 7 "Storage and Handling"

2) Store chemicals properly

3) Physically segregate incompatible chemicals

Economics

- **Costs :**
 - Installation of retention tanks under the storage (€50 to €300 / tank)
 - Install chemical storage cabinets in the workshop (€350 per cabinet)
- **Gains :** Accident prevention

Note : Economic estimates may vary by country/region

Implementation

- Safety Data Sheets (SDS) are available at the following link (<https://www.quickfds.com/>)
- Retention systems must be tight and inert to the products, empty and clean and of sufficient capacity
- Retention materials must be made of plastics for corrosive products and metallic for flammable products
- To guarantee product compatibility, products from the same family should be stored in a dedicated storage tank: (explosives and oxidizers), (flammable and combustible), (acidic corrosives), (basic corrosives), (toxic, harmful, irritating and dangerous for the environment)
- The quantities of chemicals available at the workplace must be reduced to what is strictly necessary. Containers of opened products must be stored resealed
- Containers of chemical products are labelled according to current regulations. Labels and SDSs are in the local language and consistent with each other



Waste on retention tanks

Chemical storage Cabinet

Safety data sheet

Example

Version 1.0

Effective date: 14-08-2024

6.3 Methods and material for containment and cleaning up:

Small spills: wipe up with absorbent material (e.g. cloth, fleece).
Large spills: Use sand, earth, vermiculite, diatomaceous earth to contain and collect non-combustible absorbent materials and place in suitable closed container for disposal, according to local regulations. Then rinse the spillage site with plenty of water. Dispose of in accordance with section 13.

6.4 Reference to other sections:

See section 8 for information on personal protection equipment.
See section 13 for disposal information.

SECTION 7. HANDLING AND STORAGE

7.1 Precautions for safe handling:

See section 8 for personal protection.
Avoid contact with skin and eyes.
Good personal hygiene practices should always be observed when working with chemical products.

7.2 Conditions for safe storage, including any incompatibilities:

Container must be kept tightly closed when not in use.

7.3 Specific end use(s):

The identified uses for this product are detailed in Section 1.2.

Example of an SDS sheet (source MSDS)

Embrace Green IT

Management

Energy

Circular economy

Waste

Benefits

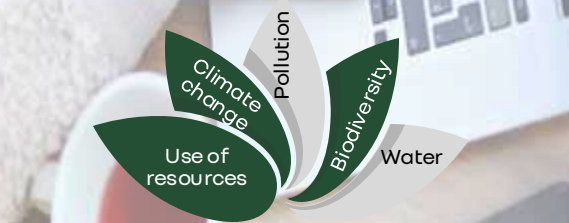
ROI

Environmental

Regulatory

Client satisfaction

CSRD



Environmental impacts

Resources preservation

Energy consumption

Circular economy promotion

Site carbon footprint

Quick win

RG

21

ADVANCED

Interest			
• Equipment fleet rationalization		• Power consumption reduction	• Site CO ₂ emissions reduction
Solutions			
1) Extend the life of equipment and buying "responsibly"	2) Implement good printing practices	3) Rationalize the use and adopt the right daily gestures	4) Eco-design applications & choose a green hosting provider
Economics			
Buy refurbished equipment • Avoided costs: Up to 30% cheaper than new equipment. • They can lead to job creation within the SSE	Implement good printing practices • Gains : Reduce the number of printers, Reduce the purchase of consumables (paper, toners) and electricity consumption	Adopt the right gestures on a daily basis • Gains : Reduction of the electricity bill. Extended hardware life	Eco-design application & green host* • Gains : Reduce monthly bill by 10 to 80% by applying on Cloud projects
Note *: This is not just a search for optimization, efficiency or performance, but a more global reflection on technology use			
Implementation			
Buy equipment responsibly 1. Extending the life of equipment as much as possible, favoring the purchase of eco-labelled equipment, from reuse and/or containing recycled materials are virtuous practices environmentally and economically. 2. Integrate environmental clauses from the beginning of the purchase project and know how to compare offers: ask for the carbon footprint at manufacturing and use (CFP sheets), favor modular and repairable equipment to allow the replacement of used or defective parts, long warranties and labeled equipment (TCO, EPEAT, Energy Star). It is also important to ensure a responsible end-of-life of this equipment: reuse, donations, WEEE management via an eco-organization, etc.			
Implement good printing practices 1. Favor shared multifunction printers, buy new or recycled paper certified Blue Angel or FSC, recondition used toners via a Social and Solidarity Economy actor, set printers to eco mode, print double-sided, digitize rather than print.			
Implement right daily actions 1. Switching off screens and workstations in the evenings and at weekends to avoid leaving them on standby (gains +100 kWh/year), protection and maintenance of equipment, rational use of messaging and attachments and reduction in the volume of data stored. 2. Raise employees' awareness of environmental and social issues related to digital technology as well as best practices. This can take the form of internal awareness campaigns, workshops, documentation, events such as the Digital Cleanup Day, internal challenges (gaming), evolution of existing processes (5S of digital)...			
Eco-design applications & choose a green hosting provider 1. Integrate eco-design best practices from the early stages of an IT project. Involve all project stakeholders. 2. Choose a green hosting provider early in the tender process to ensure performance and security requirements are not compromised. 3. Prefer providers who are signatories of the European Code of Conduct for Data Centers (EUCoC for Data Centers)			

Reduce carbon emissions of communications/marketing campaigns

Pollution Energy

Benefits

ROI

Environmental

Regulatory

Client satisfaction

★

★

★

★

★

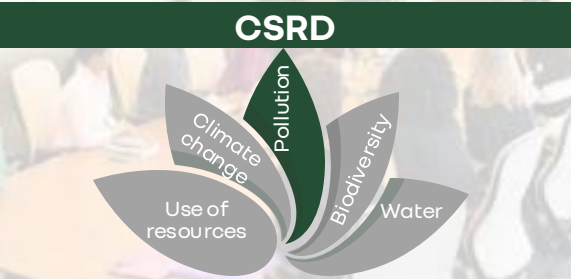
★

★

★

★

★



Environmental impacts

Resources preservation

Site carbon footprint

Interest

- Best environmental communications/marketing practices adoption

Solutions

1) For Print | (mailings, posters, leaflets...) favor recycled paper labelled FSC at iso-craft

Printing Use case

Printing emissions for:

1 heavy paper sheet from Europe: 7,44 gCO2e

1 heavy paper sheet from France: 2,7 gCO2e

1 light paper sheet from France: 0,95 gCO2e

1 light recycled paper sheet from France: 1,3 gCO2e*

* Recycling increases GHG emissions but reduces land use by 93% and water use by 84%

Favor France originated paper with low grammage if possible, and favor recycled paper.

2) For Social Media & Website | Optimize the compression of videos and images to reduce their weight at iso-craft

Content weight Use case

Network emissions for the transmission of:

1080p video on a mobile network: 63 gCO2e

1080p video on a fixed network: 61 gCO2e

720p video on a fixed network: 31 gCO2e

720p compressed* video on a fixed network: 10 gCO2e

Include in OMD's brief to adapt the video compressing to the media type and favor broadcasting on fixed network if possible.

3) For Social Media & Display | Pilot the distribution of advertising to increase Wi-Fi use rate rather than mobile network (3G, 4G...)

4) For Creation | Reuse existing creative content

5) With your agency/media partners | Ask their commitments/reduction trajectory for environment

Economics

- Costs:
- FSC recycled paper is slightly the same cost (around +0,1% to +3,7% source Recygo)
 - An external solution could be used for the video compression: get closer to your agency – a solution may already be in place in-house)

Implementation

Integrate the carbon reduction commitment in your briefs: in order to get alternative solutions to do so

Encourage your employees to upskill their competencies on CSR Marketing: by sharing with them the Sustainable Marketing Guidebook

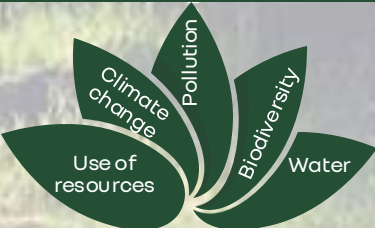
Appoint an environmental manager

Management

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD



Environmental impacts



- Resources optimization
- Prevention of water, air and/or soil pollution

Interest

- Structure and effective management of ecological actions
- Strengthening the brand image as a committed player
- Improved environmental performance
- Motivation of teams around a sustainable and coherent approach

Solutions

- 1) Appoint an internal environmental manager
- 2) [Alternative] Pool skills with other players with the same activity via an EIG
- 3) [Alternative] Rely on subcontracting with annual volume of hours/days

Economics

Costs :

- The activity of environmental manager can be given internally to an employee in connection with health and safety missions
- In the event of recruitment, as an indication, the salary of a junior environmental manager is between 30,000 and 36,000 gross per year for a junior, between €45,000- and €70,000 gross per year for a senior

Avoided costs:

- The assessment and regulatory compliance carried out by the environmental manager will prevent fines and costly litigation (up to €45,000)

Implementation

- See model job description (opposite) with the main lines of the missions of the environmental manager.
 - The appointment or hiring of an environmental manager must be carried out by the company's general management that is convinced of the investment in this type of position
 - It must have a mission, defined objectives and resources allocated

JOB DESCRIPTION
Environmental Manager

MAIN MISSION

Reporting hierarchically to the Director, the Environmental Manager (ER) is responsible for defining and deploying the environmental policy across the entire scope of the company/group.

The main objectives of this mission are:

- To ensure regulatory compliance,
- To control or reduce environmental impacts (waste, atmospheric emissions, water discharges, etc.)
- To reduce the vulnerability of establishments/sites in the field of the environment and the risks of explosion and fire,
- To raise staff awareness of good environmental practices.

SCOPE OF ACTION

To define.

DETAILED MISSIONS

Management:

- Define with the Director the annual priority objectives detailing the priority actions for reducing the environmental impacts of the company
- Ensure the deployment of recommendations on the sites and raise awareness among staff of good practices.
- Define and deploy the standards/tools/procedures necessary to achieve the annual objectives
- Support the sites for the deployment of annual priority actions
- Lead the network of local correspondents participating in the implementation of environmental actions at their site
- Manage the deployment and implementation of environmental standards

Relations with third parties

- Represent the Director of the Establishment, in the field of the environment, in relations with the Administration and with the neighborhood.
- Ensure documentary control (administrative files, plans, letters, waste monitoring, declarations to the administration, control certificates, contracts, etc.).

Environmental management

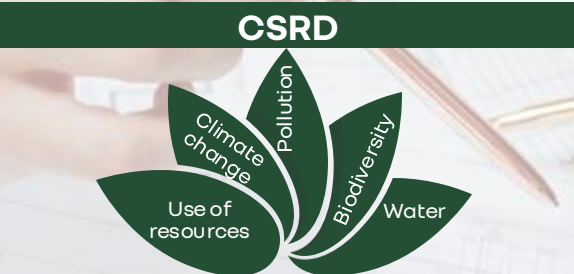
- Know and control the risky activities and installations of the sites (underground tanks, fuel distribution, hydrocarbon separators, paint booths, etc.).
- Reduce the sources, impacts and risks in the environmental field,
- Be responsible for waste management, whatever their nature and origin (oil, tires, etc.).
- Be responsible for the compliance of all installations likely to have an impact on the environment,
- Ensure the proper use of said installations,
- Ensure the existence of inspection and maintenance contracts for equipment likely to have an impact on the environment]

Example of a job description for an environmental manager

Establish an environmental roadmap

Management

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
	Resources optimization
	Prevention of water, air and/or soil pollution

Interest

- Setting clear and measurable goals
- Prioritization of actions to be implemented
- Tracking progress
- Operational costs reduction
- Image improvement by publicly committing to a sustainable development approach

Solutions

1) Define a regulatory compliance plan

2) Establish a plan to reduce consumption and emissions (including CO₂)

3) Define policies for the prevention and control of water, air and soil pollution

4) Define policies for the biodiversity preservation

Economics

- **Costs :** Time spent on building the roadmap and periodically monitoring the Management Review to measure the progress of planned actions

Implementation

- The roadmap (or environmental action plan) will formalize the quantified objectives and the associated investments, to optimize consumption (water, electricity, gas, etc.), reduce impacts (waste, liquid and atmospheric emissions (CO₂), biodiversity) and move towards regulatory compliance
- The construction of a roadmap is a collegial work and must involve employees and staff representatives interested in the subject

Examples of actions to be integrated into an environmental roadmap:

- Define a carbon neutrality plan in line with national or European requirements
- Formalize concrete actions: establish a EPC, install a Centralized Management of Facilities, install an efficient heating system (COP>4), buy green energy, renew the vehicle fleet with low-emission vehicles, collect rainwater and treat it before discharge into the external network, carry out measures to reduce water consumption, reduce the amount of waste, stop the use of pesticides, and "renature" certain areas (e.g. installation of hedges favouring fauna and flora, etc.)...
- Train and raise awareness among employees in best environmental practices (waste sorting, management of liquid waste, chemicals, etc.).

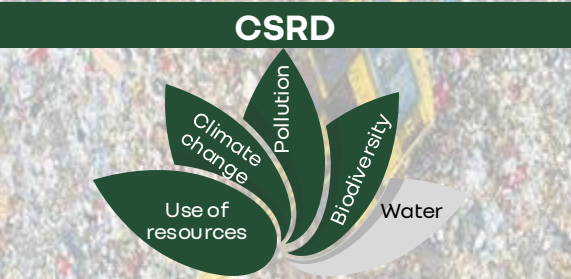
Examples of environmental roadmaps:

- [Doctors Without Borders](#)
- [SUEZ](#)
- [ORANGE](#)
- [PERNOD RICARD](#)
- [SANOFI](#)

Reduce the amount of produced waste

Waste Pollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
↓ Waste	
↓ Site carbon footprint	
Resources preservation	

Interest

- Waste volume reduction
- Environmental impacts (soil, air, water, ecosystems) reduction
- Waste management, transport and disposal costs reduction
- Brand image improvement (responsible actor)

Solutions

- 1) Reduce over-packaging and re-use packaging (drums under deposit, unsoiled, wooden pallets, etc.)
- 2) Reduce paper through process digitization
- 3) Reduce soiled waste (absorbents, cardboard, floor protection, etc.)
- 3) Favor bulk (e.g. oil, cleaning fountains)

Economics

Gains : 1 ton of waste avoided saves approximately:

- €430 for Hazardous Waste;
- €275 for Non-Hazardous Waste
- €400 for mixed non-hazardous waste (household type)

Implementation

Regulatory pressure in the EU encourages the reduction and recyclability of packaging (recyclable materials, limiting over-packaging, banning single-use plastics)

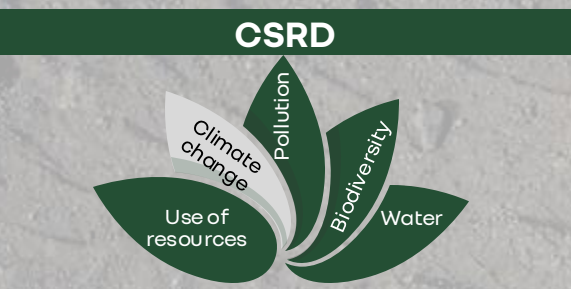
2 possible implementations:

- 1. Collaborate upstream** (with suppliers) and **downstream** (with waste managers and networks) on possible packaging reductions or optimizations
 - Identify and remove over-packaging
 - Reuse packaging
 - Solvent regeneration
 - Re-use loops with local suppliers or waste service providers
 - Favor returnable packaging such as thermoformed trays or returnable canisters
- 2. Using approved channels under the Directive EPR** (EU « Packaging » Directive applicable in 2025), which will be at zero cost for the commercial network since they are financed by product suppliers.
 - Treatment costs could be charged if the conditions of the eco-organizations are not respected (e.g. mixture of materials, incorrectly conditioned tires (filled with water or damaged, or packaging in the skip)

Prevent soil pollution

Pollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
	Soil pollution prevention
	Chemical risk management
	Space permeabilization

Interest

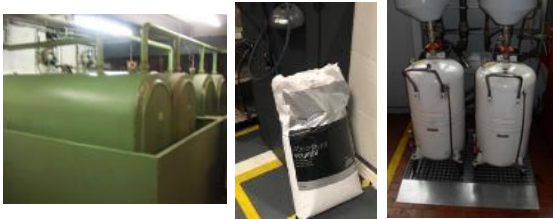
- Soil and groundwater conservation
- Avoidance of soil remediation costs
- Guarantee of the value of the assets.

Solutions

- 1) Replace underground installations (tanks, pipes, etc.) with overhead installations
- 2) Check and maintain service stations and hydrocarbon separators
- 3) Equip risky activities or storage with means of prevention (alarms, retentions, watertight, absorbent floors, etc.)

Economics

- **Costs :**
 - The cost of inerting a tank is around 20k€
 - Installation of a hydrocarbon separator can range from 3k€ (replacement) to 30k€ (installation, including structural work)
- **Avoided costs:** The average cost of decontamination work for a concession is €200k (range of €50k to €500K).
- A soil pollution diagnosis generally takes place before the sale of a dealership



Photos of retention tanks

Note : Economic estimates may vary by country/region

Implementation

1. **Stop the use of underground tanks and pipes**, They must be emptied, cleaned and leak-proofed. If the waterproofing is confirmed, the tanks will be neutralized with lean concrete. Otherwise, a soil pollution diagnosis must be carried out, and any pollution observed must be treated
2. **Install tanks and overhead pipes** protected by an appropriate retention system equipped with level and overflow alarms
 1. The correct functioning of the alarms must be checked periodically
 2. For service stations, carry out leak detection system leak and function tests
 3. For underground tanks at service stations, a double wall is required, as well as leak tightness and proper functioning tests of the leak detection systems
3. **Carry out studies to find out the state of soil and groundwater pollution**
4. **Consult approved companies to carry out the decontamination work if necessary**

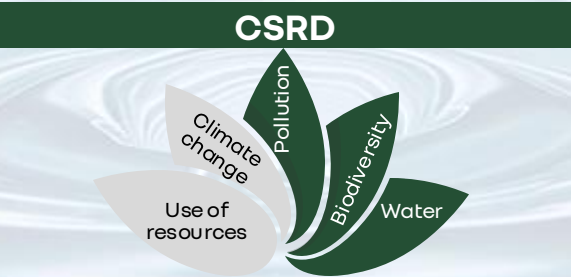
Note: It is recommended to carry out a diagnosis of the condition of the soil and subsoil when building or taking over a business.

Prevent water pollution

Water

Pollution

Benefits	
ROI	★☆☆
Environmental	★★★
Regulatory	★★★
Client satisfaction	★★★



Environmental impacts	
	Water pollution prevention
	Soil pollution prevention

Interest

- Maintaining the brand image
- Reduction of pollution (filtration of pollutants via hydrocarbon separators on the site's networks and ensuring the pre-treatment of contaminated water before discharge)

Solutions

- 1) Verify and validate network compliance
- 2) Install suitable hydrocarbon separators in high-risk areas (or any more suitable pre-treatment solution authorized locally)
- 3) Monitor polluting emissions into the discharged water

Economics

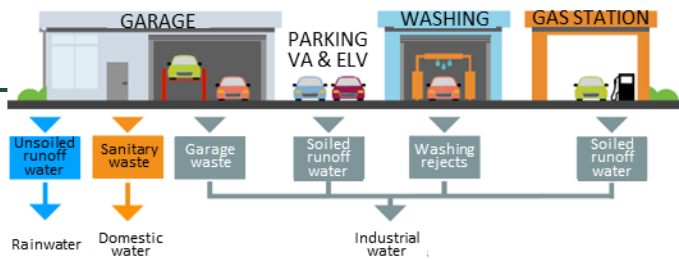
- **Costs :**
 - Approximately €10K excluding network compliance work for a hydrocarbon separator
 - Cleaning, flushing and skimming every six months cost about €2K per intervention.
 - Self-monitoring of polluting emissions in water costs between €1K and €2.5K per sample
- **ROI :** Low due to lack of earnings

Note : Economic estimates may vary by country/region

Implementation

- Wastewater and stormwater networks likely to be polluted must be separated¹ and connected to properly sized hydrocarbon separators.
- These equipment must be cleaned, flushed and skimmed every six months. The service provider must document that the separator is in good condition each time it is used.
- A water discharge permit is obtained from the responsible authorities to define the discharge conditions when required by the country's regulations or the sewerage network operator. The underground network plan is documented and kept up to date
- In accordance with the provisions of administrative discharge authorizations, the authorities' sanitation rules and regulations in force, the pollutants present in aqueous discharges prior to connection must be subject to self-monitoring by an approved body. Non-conformities detected by these analyses are the subject of an action plan.

Note : ¹Solution to be adapted according to the local context, especially if the external network is not itself separated



Classification of the "types" of water present in a dealership

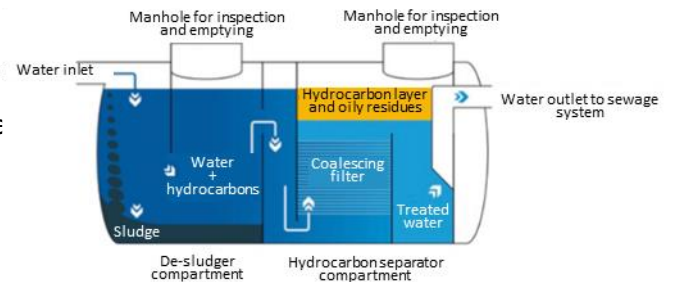


Diagram of a sludge - oil separator

Optimize vehicle washing operations

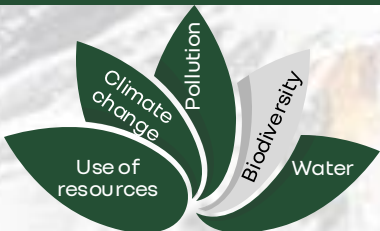
Water

Pollution

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD



Environmental impacts

- Water Consumption
- Prevention of water pollution
- Drought anticipation
- Noise pollution

Interest

- Reduction of water consumption of the washing activity
- Moderation of environmental impacts related to the use of products
- Continue to wash vehicles under optimized ecological conditions
- Limitation of noise generated by washing activity

Be careful, a negative image is possible if there is poor communication during periods of intense drought

Solutions

- 1) Communicate on the proper use of water resources
- 2) Install a washing system with recycling (> 80% recycled water)
- 3) Define and secure the dosages of the products used

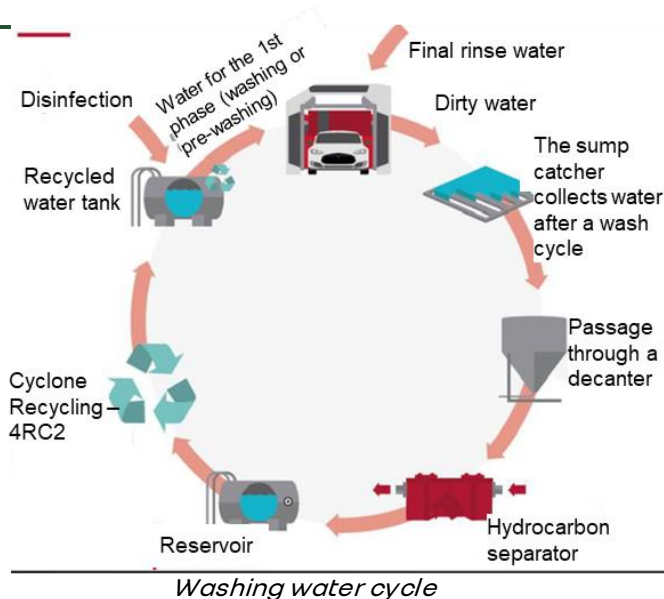
Economics

- Costs:** Between €100K and €200K for the installation of a closed washing gantry with water recycling (e.g.: France: 2 gantries 180 washes / day: 95k€, UV treatment: 20k€, civil engineering 10k€, de-installation and works 10k€). The creation of a washing system with water recycling cost around 180k€ (France).
- Gains:** Reduction of water consumption to 85%.
- Depending on the local organization, there may be financial aid.

Note : Economic estimates may vary by country/region

Implementation

- Vehicle washing = main source of water consumption
- Transparent communication** on the use of recycled water and the **choice given to the customer whether or not to wash their vehicle** are simple and virtuous actions and it values an ecological gesture, especially in times of drought
- The system must treat the recovered water (sludge, hydrocarbon separator, oxygenation, centrifugation, filtration, etc.) to guarantee its quality. Biocide disinfection and oxygenation are essential to prevent bacterial growth. It is imperative to check the level of biocide, the absence of leaks and the state of proper functioning
- Pre-treatment and storage tanks should be cleaned and disinfected 2-4 times a year
- The gantry must be covered and closed by doors to limit noise pollution
- In order to avoid the overconsumption of chemicals and to reduce the pollution of the water discharged, the **dosages of the products used** for the preparation and washing of vehicles must be defined and secured



BUSINESS



Best practices | Business

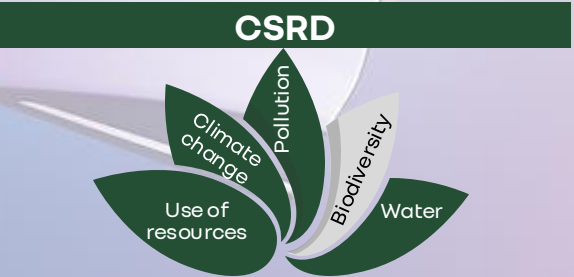
	Best practices	Quick win	ROI	Environmental	Regulatory	Client satisfaction
BASIC	29 Develop « Smart Repair »	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	30 Offer Remanufactured Parts	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	31 Offer traction battery repair services and the offer of reconditioned batteries	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	32 Offer reused parts	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
ADVANCED	33 Offer the repair service for electronic parts	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	34 Apply remote diagnosis and limit customer travel	Quick win	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	35 Adopt the « Refactory Certified » Program		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	36 Deliver spare parts with less impacts on CO2 emissions		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	37 Recycle end-of-life automotive traction batteries		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
	38 Optimize end-of-life vehicle management		★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★

Develop the « Smart Repair »



Waste Circular economy

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
CO ₂ Emission	↓
Waste	↓
Circular economy promotion	↑

Interest

- Business workshop development
 - Repair rather than replacement of a part
 - Reduction in the cost of the repair
 - Reduced environmental impacts
 - Promoting the circular economy
- The repair is particularly effective for the bodywork*

Solutions

- 1) Offer an alternative quote based on "Smart Repair" packages
- 2) Communicate the operations and rates associated with insurers and professionals
- 3) Systematize the "Smart Repair" offer to used car refurbishment
- 4) Promote "Smart Repair" offers and methods to professional customers

Economics

- It is possible to repair certain parts without the need to change them systematically. Using the "Smart Repair" allows you to:
- Meet the strong requirements of a growing number of professional customers, in particular insurers who can represent 60% of bodywork turnover
 - Offer the workshop's paying customers attractive low prices in bodywork (rear-view mirror, bumper, seat)
 - Optimize Cost of Used Vehicle Renovation
 - Save time on repair time in case of part unavailability
 - Reduce energy consumption and use less product

Implementation

1. Use the Renault Group "Smart Repair" repair methods, kits and tools available in the Renault Group New Dialogys and RPartStore documentation and ordering tools. Repair kits are available for: bumper, headlight, rear-view mirror, tyre, etc.
2. Favor Ixell paint products, in particular the Boost Formula & Quick repair label and the daisywheel and benefit from the know-how of the Ixell teams for the deployment of products, methods and tools within your workshops
3. Develop employees' skills thanks to the training available through Renault Academy, the support of Ixell teams and the tools deployed by the country sales forces
4. Use the existing bodywork "repair" packages in MPE (Mechanical Package Estimation) to make this service visible to the customer and in the activity monitoring
5. In particular, apply windshield repair to meet the requirements of professional customers (e.g. target of 30% windshield repair set by some insurers) and for small paint shocks, the Spot Paint solutions from the Luxia UV range for sealant and undercoat drying in 45 seconds instead of 45 minutes
6. For high-capacity bodywork and used vehicle reconditioning centres, develop the skills of companions dedicated to "Smart Repair"

Offer remanufactured parts

Waste

Circular economy

Benefits

ROI

Environmental

Regulatory

Client satisfaction

★★★★

★★★★

★★★☆☆

★★★★

CSRD

Pollution

Climate change

Use of resources

Biodiversity

Water

Environmental impacts

CO₂ Emission

Waste

Circular economy promotion

Interest

- Mechanical workshop business development
- Lower costs - More competitive prices than new parts
- Environmental impact reduction
- Responding to professional requirements

Solutions

- 1) Systematically offer an alternative quote with remanufactured parts
- 2) Communicate the associated parts/operations and rates to insurers and professionals
- 3) Systematize the offer to used car refurbishment
- 4) Associate the proposal with the technical pre-inspection campaigns

Economics

- Gains:**
- Competitive price (≈ -30% vs. new part) and quality equivalent to new part
 - Win over private customers, especially for old vehicles or "heavy" repairs where the cost of parts and labour is generally substantial
 - Win and/or retain insurance and professional customers by meeting their charters: The use of Circular Economy parts is becoming a requirement of professional customers (up to 20% of repairs entrusted)
 - Maintain your parts profitability (Standard Exchange margin preserved + achievement of the spare parts objective): offer a cheaper part rather than giving a discount to the Customer. (Ex for the R9M engine: the customer price of a remanufactured part is -30% vs. a new part with a margin multiplied by 1.5 in value)
 - The average age of the vehicle fleet is increasing in Europe: more potential customers concerned and VEIs avoided!

Implementation

- *The "Standard Exchange" offer is visible and available on the main families of mechanical parts (engines, gearboxes, turbos, injectors, clutches, starters, transmissions, flywheels, alternators, compressors, etc.), for combustion and electric models (traction batteries, electric motor and power electronics) as well as for multimedia.*
1. **Check the availability of the remanufactured part** in the Renault Group, New Dialogys and RPartStore documentation and ordering tools.
 2. **Systematically propose on the quote** when the remanufactured part offer exists
 3. **Return used parts** known as "Cores/Vielle matière" at the end of dismantling, to feed the "Standard Exchange" parts remanufacturing process in accordance with the return process communicated by Renault (available on Renault.net).

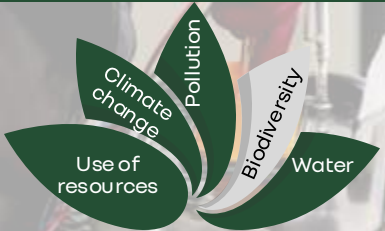
Note: The availability of Remanufactured Spare Parts is essential: It will be more facilitated if you/Network participate in repairs with standard exchange to feed the loop (win-win)

Offer traction battery repair service and the offer of reconditioned batteries

Waste Circular economy

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★

CSRD



Environmental impacts	
CO ₂ Emission	↓
Waste	↓
Circular economy promotion	↻

Interest

- Save vehicles that would be economically irreparable with a battery that has been replaced as new by offering a traction battery repair or a reconditioned battery

Solutions

- 1) Offer the repair service of traction batteries or a reconditioned battery in case of breakdown
- 2) Offer a reconditioned battery in case of a claim

Economics

- Gains:**
- Using traction battery repair solutions to reduce the cost of repair and save economically irreparable vehicles, and thus generate workshop activity in mechanics and bodywork, while ensuring the satisfaction and loyalty of electric vehicle customers
 - When the battery needs to be replaced, offering the reconditioned battery is a solution adapted to the residual value of the vehicles, thanks to the different grades of "State of Health" or SOH with a competitive decreasing price
 - By saving vehicles, securing the maintenance business related to these vehicles in the long term
 - Preserve your margin by applying the insurers' scales defined with the manufacturer

Implementation

Battery repair service:

1. Apply the Guided diagnosis and Repair Methods for Electric Vehicle Traction Batteries that describe the operations to be followed in New Dialogys / Assisted diagnosis
2. Depending on the case and authorizations, have the repair carried out in a workshop or in a Battery Repair Centre
3. Quantify and invoice repairs using the scales available in Renault.net or MPE (Mechanical Package Estimation)

When the repair of the traction battery is not technically possible or the associated costs and times are not acceptable to the customer, the reconditioned battery offer is an alternative.

The reconditioned traction battery offer::

The reconditioned traction batteries offer is part of "renative", Renault Group's After-Sales products & services from the circular economy, promoting competitive, qualitative & reduced environmental impacts solutions for a more sustainable mobility.

1. The offer can be seen in the Renault Group, New Dialogys and RPartStore documentation and ordering tools. The battery order is subject to a specific process subject to validation by the manufacturer.

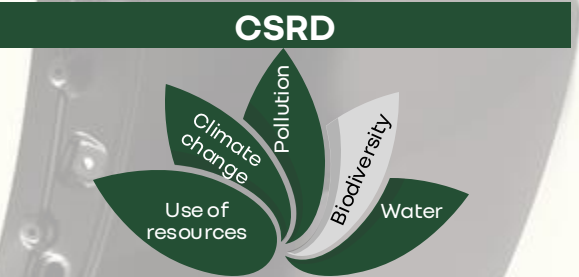


Offer reused parts

Waste

Circular economy

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts

CO₂ Emission

Waste

Circular economy promotion

Interest

- Business workshop development
- Most economical and ecological solution
- Offering a competitive and affordable offer to repair an older vehicle

Solutions

- 1) Display the possibility for the customer to use the reused part
- 2) Communicate the associated parts/operations and rates to insurers and professionals
- 3) Systematize the offer to used car refurbishment
- 4) Offer the reused part to customers with old or financially constrained fleets

Economics

- Gains:**
- Thanks to the price of the reused part ≈ 50% of the price of the new part, generate a conquest and loyalty of private customers with vehicles > 10 years
 - Generate additional insurance business related to the repair of Economically Irreparable Vehicles
 - Comparative estimate to support it, value the workforce associated with the research and possible refurbishment to preserve your margin
 - Secure insurer entries and workshop fleets by meeting their requirements for the use of Circular Economy parts (with objectives that can reach 20% of repair files)
 - Reused parts are also a solution in the event of unavailability of parts (old vehicles of all makes)

Implementation

- The reused offer is part of "renative", Renault Group's After-Sales products & services from the circular economy, promoting competitive, qualitative & reduced environmental impacts solutions for a more sustainable mobility.
1. Inform the customer of the existence of the offer of reused parts, in particular by means of posters (targeted mailing / communication campaign for vehicles + 10 years old)
2. Target owners of vehicles over 10 years old through an awareness campaign.
- Case in France:**
- The offer of reused parts is offered on most families of parts, its use is recommended in particular on skin parts (hood, fenders, optics, etc)
 - 3. Search for the offer of reused parts in the SAO - Alternative Used Solution - portal, visible in RPartStore and accessible from the Renault Group New Dialogys and Renault.net tools, to check the availability of parts and reserve the parts (reverse order: we check first and then we offer)
 - 4. When the part is available, offer a quote with a reused part and collect the customer's agreement for its use. Propose a quote with reused parts and then, after the customer's agreement, place an order in SAO
- Other countries:**
- 3. Partner with a local supplier of reused parts



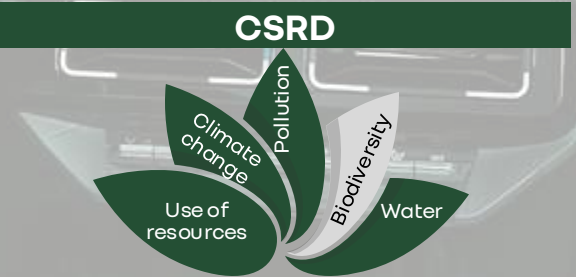
Offer the repair service for electronic parts

Waste

Circular economy

Benefits

ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts

CO₂ Emission

Waste

Circular economy promotion

Interest

- Business workshop development
- Repair rather than replacement of a damaged or defective part
- Repair cost reduction
- Reduced environmental impacts
- Circular economy promotion
- Repair is particularly effective for electronic parts

Solutions

- 1) Make the quote with the repair solution for vehicles > 5 years, including other brands
- 2) Communicate the associated parts/operations and rates to insurers and professionals
- 3) Systematize the use for used car refurbishment

Economics

- Gains :
- Cost of the part 2 to 3 times cheaper than replacement
 - Margin preserved

Implementation

The electronic repair offer is part of "renative", Renault Group's After-Sales products & services from the circular economy, promoting competitive, qualitative & reduced environmental impacts solutions for a more sustainable mobility



1. Inform the customer of the existence of the repair offer for electronic parts
2. Check that there is a repair solution in the event of a breakage on the electronic part.
3. Use the RepairLab electronic parts repair service, especially for infotainment systems, calculators, dashboards, screens, electronic boxes
4. Check the feasibility and price of the repair on the dedicated RepairLab portal available in the Renault Group New Dialogys and RPartStore documentation and ordering tools
5. Use existing electronic parts repair solutions to reduce customer quotes, especially for vehicles that are more than 5 years old (2 to 3 times cheaper than replacing them with a part)
6. Secure the time it takes to return the vehicle within a week
7. Send the part according to the shipping instructions for repair within 3-5 days

Note: Offering the repair service for electronic parts, available in multi-brand, allows you to:

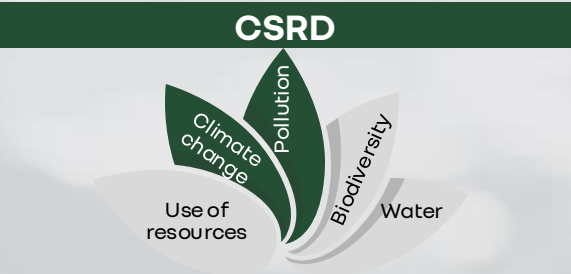
- To meet the strong requirements of certain professional customers, particularly insurers, in terms of recourse to repair rather than systematic parts change.

Favor the repair of electronic parts to reduce the cost of refurbishment of Used Vehicle

Apply remote diagnosis and limit customer travel

Energy Pollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts	
CO ₂ Emission	↓
Air pollution prevention	↓

Interest

- Improved Efficiency of breakdowns resolution
- Limiting customer travel
- Reduction of CO2 emissions

Solutions

- 1) Apply remote diagnosis for 100% of the vehicles concerned
- 2) Anticipate customer reception and reduce the occurrence of double workshop visits
- 3) Offer alternative mobility solutions to the courtesy vehicle: public transport, bicycle, carpooling, etc.

Economics

- Gains :**
- Gain productivity thanks to remote diagnosis (about 15-20 min / vehicle)
 - Better control of your workshop load: Gain available appointment slots to process more workshop entries
 - Gain efficiency by anticipating the ordering of the right parts through vehicle connectivity
 - Benefit from a competitive advantage of the manufacturer network linked to connectivity that helps build customer loyalty
 - When necessary, the urban mobility solution is less expensive than a replacement vehicle

Implementation

- Use remote diagnosis for all affected vehicles whenever possible in anticipation of the vehicle acceptance process
- Vehicles concerned by remote diagnosis: 100% of OpenR-link vehicles with screens, i.e. a fleet of 900K vehicles in 2024 and more than 2 million by the end of 2025
- No need for a new diagnosis tool
- Adopt new functionalities related to vehicle connectivity in existing tools (Digital Solution Platform, New Dialogys Diag remote & Smart maintenance, Digital care service, ICM) & process (anticipation of vehicle acceptance)
- To offer alternative mobility solutions with less environmental impact than the courtesy vehicle: public transport, bicycle, carpooling, etc.

Adopt the « Refactory Certified » Program

Energy

Circular economy

Waste

Pollution

the renew factory

Benefits

ROI

Environmental

Regulatory

Client satisfaction

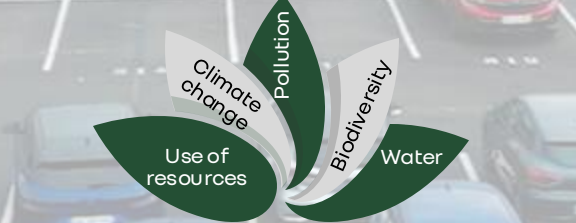
★ ★ ★

★ ★ ★

★ ★ ★

★ ★ ★

CSRD



Environmental impacts

Recycling icon

Site carbon footprint

Resources preservation

Interest

- Cost control and refurbishment time economy
- Attracting new customers who are sensitive to the circular economy
- Fairer valuation of the selling prices of reconditioned vehicles

Solutions

1) Market vehicles, which are reconditioned by the national management, according to "Refactory Certified" standards

2) Adopt "Refactory Certified" standards and have your reconditioning center certified

3) Outsource vehicle reconditioning to a trusted partner certified by national management

Economics

- **Gains:**
 - Reduction of refurbishment time (e.g. Renault Group France factory: from 21 days to 6 days)
 - Potential valuation of +3%-5% on the final sale price

Implementation

To choose between different solutions available, it is necessary to establish the business plan that will allow you to check project's viability, adjust parameters, measure profitability and thus make final decision on structure format

1. Check the adoption of the "Refactory Certified" program by the country's national used car management
2. Study your needs with the National Management / Renault Group
3. Identify the eligible reconditioning center or partner
4. Size teams according to number of used cars to be reconditioned each year
5. Estimate material investment (e.g. bridge, mechanical tool boxes, tire levers, etc.)
6. Define the real estate investment (e.g. buildings, car park, loading area, waste collection area, green spaces, etc.)
7. Audit processes defined by the specifications relating to the "Refactory Certified" program and customer promise envisaged



Toolkit and methods available from the UC Corp Department

A program that is part of Renault Group's circular economy strategy

Products and services that comply with the quality and environmental standards defined by Renault Group

Processes aimed at reducing the carbon footprint and energy sobriety

A refurbishment method standardised by Renault group, with homologated spare parts, to provide "ready-to-go" vehicles, all brands

A complete book for each refurbished vehicle (history, technical inspection certificate, SOH, inspection tickets, road test notes, etc.)

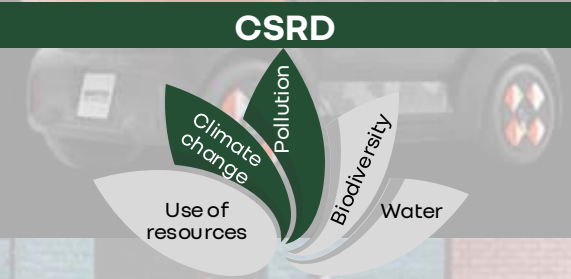
An innovative and user-friendly phygital customer experience

« Refactory Certified » Program principles

Deliver spare parts with less impacts on CO2 emissions

EnergyPollution

Benefits	
ROI	★ ★ ★
Environmental	★ ★ ★
Regulatory	★ ★ ★
Client satisfaction	★ ★ ★



Environmental impacts

CO₂ Emission

Air pollution prevention

Interest

- Reducing CO₂ emissions from last-mile delivery
- Optimization of routes and unit emissions
- Reducing delivery costs
- Strengthening brand image with an ecological commitment to less carbon-intensive mobility

Solutions

1) Optimization of the route and loading of delivery vehicles

2) Delivery by low-emission vehicles

3) Optimization of the frequency of shuttles according to the expected delivery quantities

Economics

Gains :

- Reduction of piecemeal transport costs by optimising the loading rate: potential gain = reduction of one or two rounds per day!
- Reducing the time of an end-to-end shuttle route allows you to add one round per busy day!
- Improve Customer Service Levels
- TCO of a low-emission vehicle < TCO of a combustion vehicle (consumption and maintenance)

Implementation

Cases of subcontract services:

- Require the subcontractor to provide information on ecological considerations of the service
- Offer to service provider a low-consumption vehicle at an attractive price – (Used Cars or other)
- In the event of a call for tenders, require an eco-responsible criterion and solutions for optimizing routes

Cases of own services

- Plan the route so that it is as logical as possible in the order of points delivered and use planning software (minimum KM travelled)
- Check availability of a part between two sites: take advantage of the shuttle to deliver the spare part from point A to point B (reduces round trips)
- In the event of a lightly loaded shuttle
 - Load Parts to be delivered on D+1 or postpone the delivery to the next shuttle if possible
 - For urgent delivery: use a smaller electric vehicle: Kangoo ZE, Bento etc.

Note: Use low-emission vehicles sized to the strict necessary. Examples of solutions: Bento* for the last KM and access to the city centre, Master van L3 Advance E-Tech 100% electric long range**

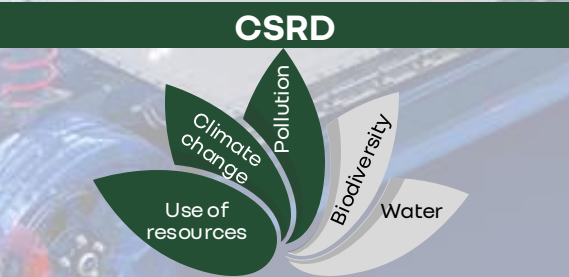
Recycle end-of-life automotive traction batteries

Circular economy

Waste

Pollution

Benefits	
ROI	★☆☆
Environmental	★★★☆☆
Regulatory	★★★★★
Client satisfaction	★★★☆☆



Environmental impacts	
	Circular economy promotion
	Resources preservation
	Water, air / soil pollution prevention

Interest

- Avoidance of waste management costs
- Compliance with environmental regulations
- Improved brand image

Solutions

- 1) Business France - Collection by after-sales logistics or recycler, according to the procedure available under New Dialogys
- 2) Business outside France – Collection by after-sales logistics, the local eco-organization appointed or the local approved recycler (to be discussed with the country representative)*

Economics

Avoided costs

- Recycling is not the responsibility of the dealer (*), which means that he benefits from a service from Renault Group which is equivalent to a cost > €1000 for a full EV traction battery, and €400 for a hybrid traction battery. This average cost of care includes removal, transport and recycling.
- Sending the batteries to Renault for recycling represents a cost that is even more important as the growth of electrified vehicles is expected to be exponential

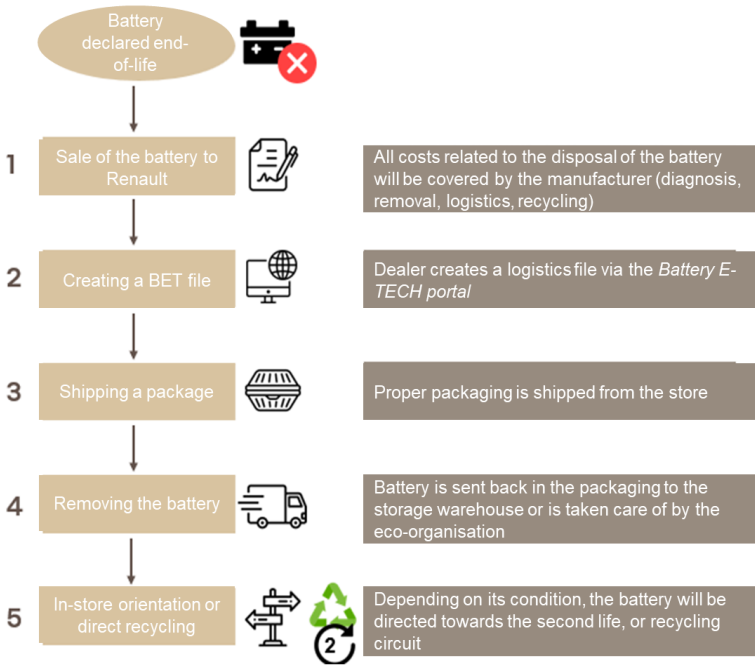
Note: the recycling efficiency of materials is 63%

Implementation

1. Application of the guided diagnosis of the traction battery available under New Dialogys
2. Recycling or repair decision by confirmation of the diagnosis result by Techline.
- For a battery to be recycled: application of the instructions of the note "end-of-life note electrified vehicle and recycling Li-ion traction battery" available under New Dialogys.
3. Collection of the packed traction battery by the country's recycler partner (*) For importers or countries that are obliged to contact an eco-collection organisation, some adaptations to the process may exist on a case-by-case basis

Reminder: if the battery is potentially damaged, there are safety standards in place. These are described in the documentation on existing repair methods and warranty treatment

Collection of end-of-life batteries



Schematic diagram for end-of-life battery collection

Optimize end-of-life vehicle management

Circular economy

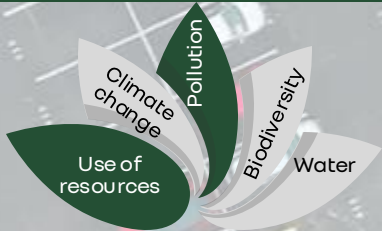
Waste

Pollution

Benefits

ROI	★☆☆
Environmental	★★★
Regulatory	★★★
Client satisfaction	★★★

CSRD



Environmental impacts

- CO₂ Emission
- Resources preservation
- Circular economy promotion

Interest

- Facilitating End-of-Life Vehicles Collection and securing their value
- Participation in the recovery of recyclable materials
- Simplification of administrative procedures via a reliable and supervised process with traceability at all times
- Strengthening the ecological image

Solutions

- 1) Send End-of-Life Vehicles (ELVs) to the network of ELV centres approved by Renault Group led by Indra (FR) or an eco-organisation chosen by the country management

Economics

- Gains:** buyback about €110 to €130 per vehicle; This estimate is subject to market constraints (raw material prices, competitive buyback prices)
- Buyback of End-of-Life Vehicles sent to the approved network of End-of-Life Vehicle Centres

Implementation

Example for France:

1. The network applies to the Renault Group-approved body, INDRA, to recover all the ELVs of its NV, used car and AFS activities.
2. A specific site is made available by Renault Group to manage the collection process and the mandatory end-of-life management traceability of the vehicle: Connect'car
 - Log into the "Connect'car" website
 - Enter the administrative details of the ELV and confirm the pick-up request
 - The coordination of the abduction is then organized between the organization and the network
3. The "Conect'car" site allows traceability at any time for the network, which will be able to easily access key administrative data (destruction certificates, etc.).

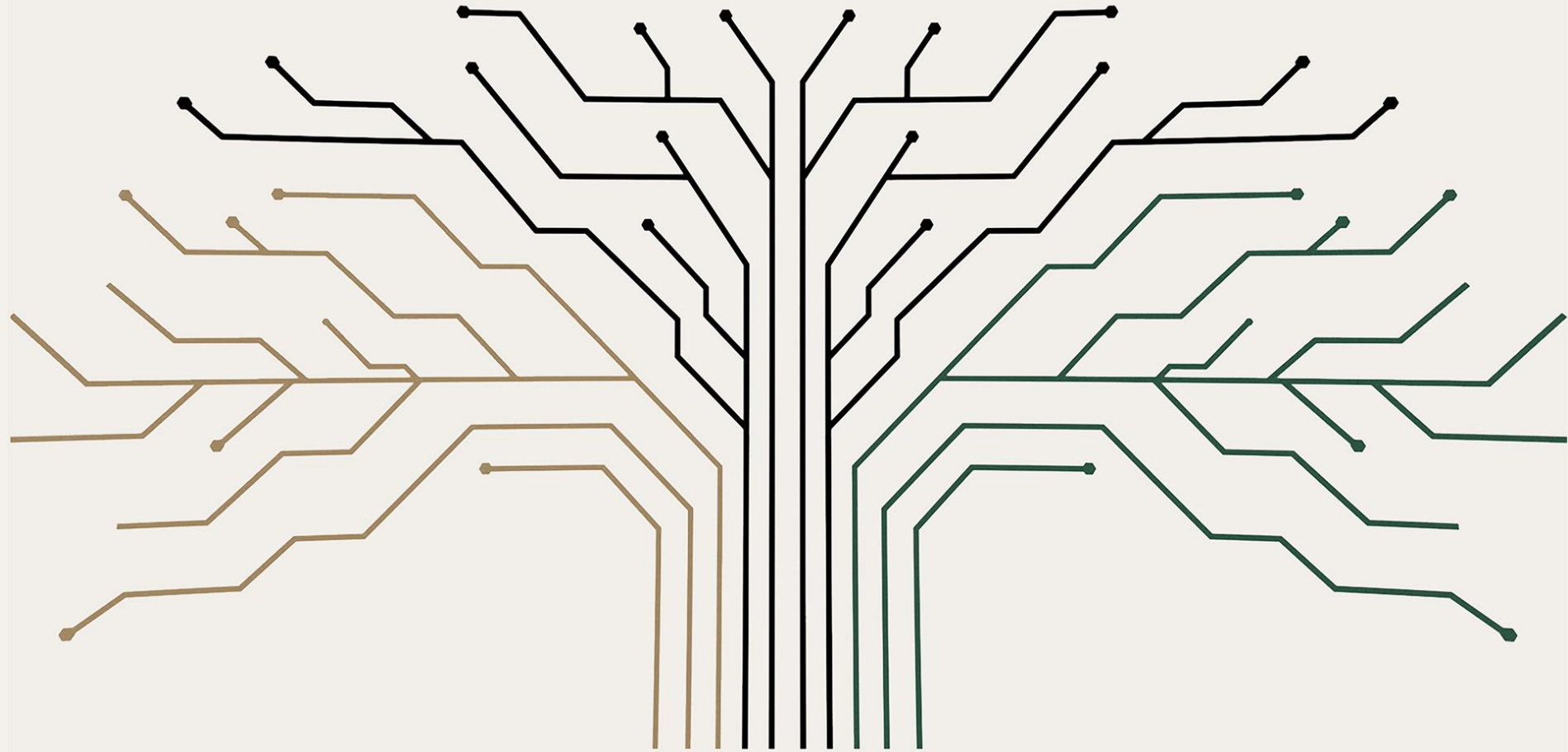
To go further

Note

- Particular attention should be paid to other good practices not included in this standard, notably in the areas of :
 - Reducing noise and noise pollution
 - Reducing light pollution for neighbors and biodiversity
 - Promoting biodiversity in dealership

Best practice sheets coming soon

- Other best practice sheets are currently in preparation.
 - Reducing paint booth consumption
 - Paint booths can account for up to 1/3 of a dealership's gas consumption, so we recommend that you consider retrofitting them to reduce consumption
 - Monetizing energy certificates
 - V2G / V2X offers from Renault Group



SUSTAINABILITY
TOOLBOX FOR DEALERS

Thank you



Profitability elements | France savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,460 / year**
 Used Car volume: **1,269 / year**
 Service entries: **4,835 / year**
 Integrated bodywork: **Yes**
 Average superficy: **2,225 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 28 m**
 Annual utilities bill: **€ 99 696**
 Electricity consumption: **40%**
 Gas consumption: **60%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarities: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarities
- 15%: Showers

Electricity price

- €0.178 /KWh

Gas price

- €0.082 /KWh

Water price

- €4.17 /m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption
 #18: Recycle 1 ton of **non-hazardous waste**
 #25: Avoid 1 ton of mixed **non-hazardous waste**
 #4: Install water-efficient sanitary facilities → **Install aerators on tap**
 #2: Install a **monitoring & alerting system on energy** consumption
 #8: Install a **BMS** (Building Management System)
 #1b: Replace lighting by **LED**
 #9b: Install **time management** of ventilation equipment
 #7a: **Regulate heating installations** according to the outside temperature
 #4: **Install dual-flush toilets**
 #10b: Install condensing boilers
 Compared to a non-condensing boilers
 #13: Install photovoltaic panels on 65% of roof superficy
 #11: **Insulate walls from the inside**
 #14a: Install a **rainwater harvesting system**
 #3: Install a monitoring & alerting **system on water consumption**

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€4,985	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€406	0.4
€13,350	€1,000	€14,954	1.0
€26,700	€2,000	€19,939	1.5
€51,175	/	€22,109	2.3
€300	/	€120	2.5
€20,000	/	€5,982	3.3
€2,000	/	€541	3.7
€44,000	/	€7,976	5.5
€9,000	/	€7,976	1.1
€289,250	€2,893	€35,374	8.9
€97,650	/	€8,973	10.9
€10,000	/	€901	11.1
€3,000	€200	€451	12.0
€544,575	€5,893	€121,799	4.7

Profitability elements | Germany savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **370 / year**
 Used Car volume: **218 / year**
 Service entries: **3,115 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,418 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 18 m**
 Annual utilities bill: **€ 85,055**
 Electricity consumption: **33%**
 Gas consumption: **67%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitaries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitaries
- 15%: Showers

Electricity price

- €0.348/KWh

Gas price

- €0.084/KWh

Water price

- €4.73/m³

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#4: **Install dual-flush toilets**

#13: Install photovoltaic panels on 65% of roof superficy

#10b: Install condensing boilers

Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€2,552	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€225	0.7
€8,508	€1,000	€7,655	1.3
€17,016	€2,000	€10,207	2.1
€32,614	/	€15,572	2.1
€300	/	€61	4.9
€20,000	/	€3,062	6.5
€2,000	/	€300	6.7
€184,340	€1,843	€20,554	9.9
€44,000	/	€4,083	10.8
€9,000	/	€4,083	2.2
€308,928	€4,843	€64,713	5.2

Profitability elements | Italy savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **2,950 / year**
 Used Car volume: **862 / year**
 Service entries: **3,778 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,571 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 20 m**
 Annual utilities bill: **€ 112,925**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.288/KWh

Gas price

- €0.080/KWh

Water price

- €3.14/m³

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#4: Install **dual-flush toilets**

#13: Install photovoltaic panels on 65% of roof superficy

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€3,388	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€306	0.5
€9,426	€1,000	€10,163	1.0
€18,852	€2,000	€13,551	1.6
€36,133	/	€15,918	2.3
€300	/	€81	3.7
€20,000	/	€4,065	4.9
€2,000	/	€409	4.9
€204,230	€2,042	€31,835	6.9
€44,000	/	€5,420	8.1
€9,000	/	€5,420	1.7
€335,091	€5,042	€85,579	4.2

Profitability elements | UK savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **700 / year**
 Used Car volume: **742 / year**
 Service entries: **3,854 / year**
 Integrated bodywork: **No**
 Average superficy: **944 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 12 m**
 Annual utilities bill : **€ 54,139**
 Electricity consumption: **51%**
 Gas consumption: **49%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 25%: General (Lighting, electricity)
- 50%: HVAC
- 25%: Repair (except paint)
- 0%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.282/KWh

Gas price

- €0.059/KWh

Water price

- €5.99/m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#1b: Replace lighting by **LED**

#8: Install a **BMS** (Building Management System)

#4: Install **dual-flush toilets**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#13: Install photovoltaic panels on 65% of roof superficy

#14a: Install a **rainwater harvesting system**

#3: Install a monitoring & alerting **system on water consumption**

#10b: Install **condensing boilers**

Compared to a non-condensing boilers

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€1,624	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€408	0.4
€5,664	€1,000	€4,873	1.5
€21,712	/	€9,947	2.2
€11,328	€2,000	€6,497	2.5
€2,000	/	€544	3.7
€300	/	€49	6.2
€20,000	/	€2,436	8.2
€122,720	€1,227	€16,233	8.2
€10,000	/	€906	11.0
€3,000	€200	€453	11.8
€44,000	/	€3,248	13.5
€9,000	/	€3,248	2.8
Total	€240,874	€4,427	5.6

Profitability elements | Spain savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,893 / year**
 Used Car volume: **682 / year**
 Service entries: **3,553 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,548 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 19 m**
 Annual utilities bill: **€ 105,762**
 Electricity consumption: **79%**
 Gas consumption: **21%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.214/KWh

Gas price

- €0.057/KWh

Water price

- €3.84/m³

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#4: Install **dual-flush toilets**

#13: Install photovoltaic panels on 65% of roof superficy

#10b: Install condensing boilers

Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€3,173	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€303	0.5
€9,288	€1,000	€9,519	1.1
€18,576	€2,000	€12,691	1.7
€35,604	/	€11,249	3.2
€300	/	€76	3.9
€20,000	/	€3,807	5.3
€2,000	/	€403	5.0
€201,204	€2,012	€35,547	6.0
€44,000	/	€5,077	8.7
€9,000	/	€5,077	1.8
€331,158	€5,012	€82,288	4.3

Profitability elements | Portugal savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,587 / year**
 Used Car volume: **480 / year**
 Service entries: **4,309 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,699 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 21m**
 Annual utilities bill: **€ 61,444**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.213 /KWh

Gas price

- €0.083 /KWh

Water price

- €4.04 /m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#4: Install **dual-flush toilets**

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€1,843	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€331	0.5
€10,194	€1,000	€5,530	2.3
€20,388	€2,000	€7,373	3.8
€2,000	/	€442	4.5
€39,077	/	€7,952	4.9
€300	/	€44	6.8
€20,000	/	€2,212	9.0
€44,000 €9,000	/ /	€2,949 €2,949	14.9 3.1
€136,109	€3,000	€29,119	5.2

Profitability elements | Belgium savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,797 / year**
 Used Car volume: **480 / year**
 Service entries: **4,161 / year**
 Integrated bodywork: **No**
 Average superficy: **1,030 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 13 m**
 Annual utilities bill: **€ 74,815**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitaries: **10**

Breakdown of energy consumption

- 25%: General (Lighting, electricity)
- 50%: HVAC
- 25%: Repair (except paint)
- 0%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitaries
- 15%: Showers

Electricity price

- €0.306/KWh

Gas price

- €0.056/KWh

Water price

- €4.99/m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption
 #18: Recycle 1 ton of **non-hazardous waste**
 #25: Avoid 1 ton of mixed **non-hazardous waste**
 #4: Install water-efficient sanitary facilities → **Install aerators on tap**
 #2: Install a **monitoring & alerting system on energy** consumption
 #8: Install a **BMS** (Building Management System)
 #1b: Replace lighting by **LED**
 #4: Install **dual-flush toilets**
 #9b: Install **time management** of ventilation equipment
 #7a: **Regulate heating installations** according to the outside temperature
 #13: Install **photovoltaic panels**
 #10b: Install condensing boilers
 Compared to a non-condensing boilers
 #14a: Install a **rainwater harvesting system**
 #3: Install a monitoring & alerting **system on water consumption**

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€2,244	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€413	0.4
€6,180	€1,000	€6733	1.1
€12,360	€2,000	€8,978	1.8
€23,690	/	€14,228	1.7
€2,000	/	€551	3.6
€300	/	€67	4.5
€20,000	/	€3,367	5.9
€133,900	€1,339	€22,765	6.2
€44,000	/	€4,489	9.8
€9,000	/	€4,489	2.0
€10,000	/	€918	10.9
€3,000	€200	€459	11.6
€255,580	€4,539	€65,654	4.2

Profitability elements | Netherlands savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **481 / year**
 Used Car volume: **399 / year**
 Service entries: **4,948 / year**
 Integrated bodywork: **No**
 Average superficy: **1,220 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 15 m**
 Annual utilities bill: **€ 46,122**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 25%: General (Lighting, electricity)
- 50%: HVAC
- 25%: Repair (except paint)
- 0%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.237 /KWh

Gas price

- €0.114 /KWh

Water price

- €4.0 /m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#1b: Replace lighting by **LED**

#8: Install a **BMS** (Building Management System)

#4: Install **dual-flush toilets**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€1,384	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€300	0.5
€7,320	€1,000	€4,151	2.3
€28,060	/	€7,012	4.0
€14,640	€2,000	€5,535	4.1
€2,000	/	€400	5.0
€300	/	€42	7.2
€20,000	/	€2,075	9.6
€44,000	/	€2,767	15.9
€9,000	/	€2,767	3.3
€116,470	€3,000	€24,107	5.5

Profitability elements | Poland savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,212 / year**
 Used Car volume: **289 / year**
 Service entries: **4,738 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,555 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 19 m**
 Annual utilities bill: **€ 114,216**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarities: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarities
- 15%: Showers

Electricity price

- €0.189 /KWh

Gas price

- €0.046 /KWh

Water price

- €4.0 /m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#4: Install **dual-flush toilets**

#13: Install photovoltaic panels on 65% of roof superficy

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€3,426	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€321	0.5
€9,330	€1,000	€10,279	1.0
€18,660	€2,000	€13,706	1.6
€35,765	/	€16,573	2.2
€300	/	€82	3.6
€20,000	/	€4,112	4.9
€2,000	/	€428	4.7
€202,150	€2,022	€33,147	6.5
€44,000	/	€5,482	8.0
€9,000	/	€5,482	1.6
€332,355	€5,022	€87,999	4.0

Profitability elements | Austria savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,507 / year**
 Used Car volume: **383 / year**
 Service entries: **3,650 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,448 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 18 m**
 Annual utilities bill: **€ 147,164**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarries
- 15%: Showers

Electricity price

- €0.255/KWh

Gas price

- €0.97/KWh

Water price

- €4.0/m³

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#7a: **Regulate heating installations** according to the outside temperature

#13: Install photovoltaic panels on 65% of roof superficy

#4: Install **dual-flush toilets**

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€4,415	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€285	0.5
€8,688	€1,000	€13,245	0.7
€17,376	€2,000	€17,660	1.1
€33,304	/	€19,220	1.7
€300	/	€106	2.8
€20,000	/	€5,298	3.8
€188,240	€1,882	€38,439	5.1
€2,000	/	€380	5.3
€44,000	/	€7,064	6.2
€9,000	/	€7,064	1.3
€314,058	€4,882	€106,553	3.1

Profitability elements | Czech Republic savings Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **756 / year**
 Used Car volume: **191 / year**
 Service entries: **2,976 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,426 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 18 m**
 Annual utilities bill: **€ 61,261**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarities: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarities
- 15%: Showers

Electricity price

- €0.298 /KWh

Gas price

- €0.076 /KWh

Water price

- €4.0 /m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#8: Install a **BMS** (Building Management System)

#1b: Replace lighting by **LED**

#9b: Install **time management** of ventilation equipment

#4: Install **dual-flush toilets**

#7a: **Regulate heating installations** according to the outside temperature

#13: Install photovoltaic panels on 65% of roof superficy

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€1,838	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€202	0.7
€8,556	€1,000	€5,513	1.9
€17,112	€2,000	€7,351	3.2
€32,798	/	€8,784	3.7
€300	/	€44	6.8
€2,000	/	€269	7.4
€20,000	/	€2,205	9.1
€185,380	€1,854	€17,569	11.8
€44,000	/	€2,941	15
€9,000	/	€2,941	3.1
€310,296	€4,854	€47,159	7.3

Profitability elements | Switzerland saving Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **1,238 / year**
 Used Car volume: **467 / year**
 Service entries: **3,071 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,390 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 17 m**
 Annual utilities bill: **€ 67,975**
 Electricity consumption: **47%**
 Gas consumption: **53%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitarities: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitarities
- 15%: Showers

Electricity price

- €0.255/KWh

Gas price

- €0.081/KWh

Water price

- €3.18/m³

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption
 #18: Recycle 1 ton of **non-hazardous waste**
 #25: Avoid 1 ton of mixed **non-hazardous waste**
 #4: Install water-efficient sanitary facilities → **Install aerators on tap**
 #2: Install a **monitoring & alerting system on energy** consumption
 #8: Install a **BMS** (Building Management System)
 #1b: Replace lighting by **LED**
 #9b: Install **time management** of ventilation equipment
 #7a: **Regulate heating installations** according to the outside temperature
 #13: Install photovoltaic panels on 65% of roof superficy
 #4: **Install dual-flush toilets**
 #10b: Install condensing boilers
 Compared to a non-condensing boilers

	Investment		Annual savings	Payback period (yr)
	Setup	Yearly		
	/	/	€3,399	0.0
	/	/	€42	0.0
	/	/	€400	0.0
	€150	/	€195	0.8
	€8,340	€1,000	€10,196	0.9
	€16,680	€2,000	€13,595	1.4
	€31,970	/	€15,973	2.0
	€300	/	€82	3.7
	€20,000	/	€4,079	4.9
	€180,700	€1,807	€30,029	6.4
	€2,000	/	€260	7.7
	€44,000	/	€5,438	8.1
	€9,000	/	€5,438	1.7
Total	€304,140	€4,807	€83,688	3.9

Profitability elements | Slovakia saving Business Case (Renovation)



Note: Following figures are macro-estimations intended to provide directional insights rather than precise financial projections

Dealership Identity Card

New Car volume: **538 / year**
 Used Car volume: **12 / year**
 Service entries: **2,815 / year**
 Integrated bodywork: **Yes**
 Average superficy: **1,367 m²**
 Office superficy: **10%**
 Height / Length / Width: **7.5 / 40 / 17 m**
 Annual utilities bill: **€ 24,310**
 Electricity consumption: **50%**
 Gas consumption: **50%**
 Vehicle washing: **100L per vehicle**
 Annual waste generation: **12 tons**
 # of sanitaries: **10**

Breakdown of energy consumption

- 20%: General (Lighting, electricity)
- 40%: HVAC
- 20%: Repair (except paint)
- 20%: Paint booth

Breakdown of water consumption

- 70%: Washwater system
- 15%: Sanitaries
- 15%: Showers

Electricity price

- €0.170 /KWh

Gas price

- €0.041 /KWh

Water price

- €4 / m3

Best Practices

#1a: Adopt **simple actions** to reduce energy consumption

#18: Recycle 1 ton of **non-hazardous waste**

#25: Avoid 1 ton of mixed **non-hazardous waste**

#4: Install water-efficient sanitary facilities → **Install aerators on tap**

#2: Install a **monitoring & alerting system on energy** consumption

#1b: Replace lighting by **LED**

#8: Install a **BMS** (Building Management System)

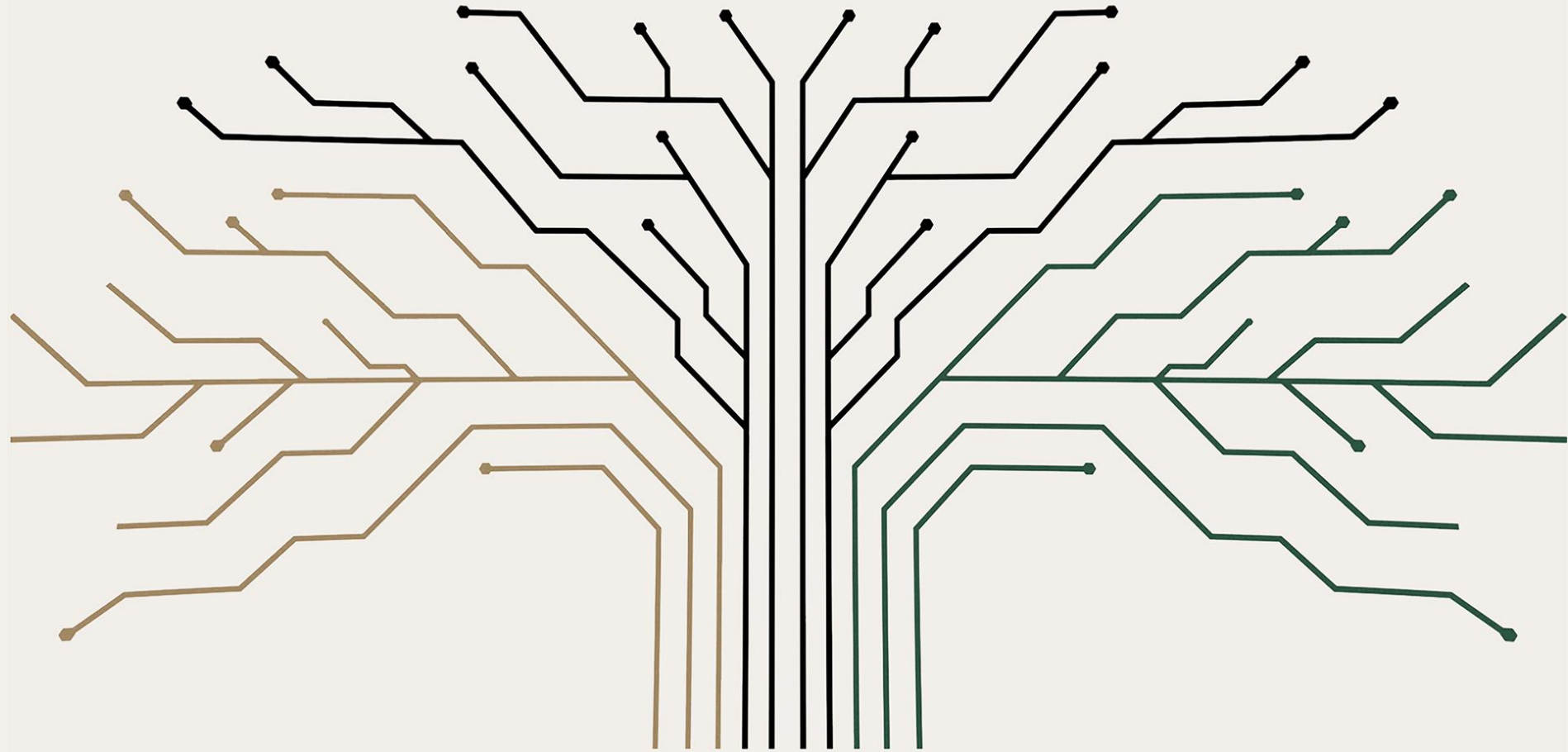
#4: Install **dual-flush toilets**

#9b: Optimize ventilation system → **Time management of ventilation equipment**

#10b: Install condensing boilers
Compared to a non-condensing boilers

Total

Investment		Annual savings	Payback period (yr)
Setup	Yearly		
/	/	€1,215	0.0
/	/	€42	0.0
/	/	€400	0.0
€150	/	€173	0.9
€8,202	€1,000	€3,646	3.1
€31,441	/	€5,876	5.4
€16,404	€2,000	€4,862	5.7
€2,000	/	€231	8.7
€300	/	€29	10.3
€44,000 €9,000	/ /	€1,945 €1,945	22.6 4.6
€102,497	€3,000	€18,420	6.6



SUSTAINABILITY
TOOLBOX FOR DEALERS

Thank you

