

Human Rights and Diversity Policy

Mobico Group plc (the Group) is a leading international public transport company committed to conducting our business in a way that respects the rights and dignity of everyone who works for the Group. A core Group value is to play an active and positive role in all the communities in which we operate.

Our Human Rights Policy and practices are foremost an application of the United Nations' Universal Declaration on Human Rights and are informed by other international conventions so far as they are consistent with the Declaration.

We strive to avoid causing or contributing to adverse human rights impacts on our employees or in the running of our businesses, and we recognise that we have a responsibility to try to ensure that human rights are upheld in our supply chain too. We will endeavour in our dealings with suppliers and business partners to seek counterparties that uphold similar principles through their operations and supply chains where practical.

Mobico is committed to taking steps to identify and prevent interference with fundamental rights and provide for the respectful exercise of those rights by all persons, consistent with the safe, effective and efficient performance of work.

A number of Group policies are implemented and help us achieve our goals:

a. Workplace rights

Mobico Group recognizes that the ideal of free human beings enjoying civil and political freedom and freedom from fear and want, can only be achieved if conditions are created whereby everyone may enjoy their civil and political rights, as well as their economic, social and cultural rights. We further recognize that the inherent dignity and the equal and inalienable rights of all members of the human family is the foundation of freedom, and that certain fundamental human rights also extend to the workplace.

The challenge of maintaining these standards are unique in different parts of the world and create challenges for the business in applying these principles, while giving due respect to local culture, laws, and norms. Consequently, in applying this Policy, the Group shall give due regard to the law of the land where the policy is applied.

The Group also recognizes that many persons and groups have differing views on human, civil, and political rights that extend beyond the fundamental principles expressed in the Universal Declaration of Human Rights. The Group welcomes the discussion and debate on these issues, but does not believe that it is appropriate to attempt to impose our views on others. The Group does believe, however, that we can, and do, influence others through leading by example, and recognizes that it cannot be the arbiter of these differing views. The Group also recognizes that fundamental rights are not subject to negotiation or compromise. The Group will consider policies or practices that go beyond such fundamental rights. But in doing so, the Group will be mindful of its obligations to its shareholders and customers, and its duty to avoid adopting standards that so significantly exceed local requirements that doing so would place Group at an economic disadvantage to its competitors.

Rights

1. Everyone shall have the right to freedom of association with others, including the right to form and join trade unions. Mobico Group plc believes that Freedom of Association also means that no one should be compelled to provide financial support to associations or causes which are inconsistent with their personal beliefs.
2. The right to vote in secret is absolute and should not be restricted in any manner. When consistent with local law, everyone shall have the right to vote for representatives in genuine elections which shall be held by secret ballot, guaranteeing the free expression of the will of the electors.
3. Everyone shall have the right to freedom of expression. This right shall include freedom to seek, receive and impart information and ideas of all kinds, either orally or in writing, or through any other media of their choice, and the freedom to hold opinions without interference.
4. Everyone shall have the right to obtain or impart information necessary to make an informed choice, a necessary corollary to the rights of freedom of association and secret ballot elections for representatives. Where necessary, Mobico Group plc will ensure that (1) employees have the information necessary to make a fully informed choice and (2) that no party will unlawfully prevent the dissemination or expression of any views on representation.
5. Everyone shall have the right to protection against interference with their privacy, family, home or correspondence, or attacks on their reputation, and no one shall be subjected to such interference or attack.
6. Everyone shall have the right to their property. No one shall be deprived of their property, or the right to exercise control of their property, whether real, tangible, or intangible.

Responsibilities

The exercise of the rights provided for in this Policy carries with it special duties and responsibilities by those claiming such rights for themselves or on behalf of others. Therefore, the exercise of these rights may therefore be subject to the following parameters:

1. Recognizing that the workplace is for work, these rights must be exercised in a manner that does not interfere with the safe and efficient performance of work by those persons on working time.
2. Such responsibilities as are necessary for the purpose of securing due recognition and respect for the rights and freedoms of others.
3. Such responsibilities as are necessary to prevent conduct or statements the primary purpose of which is to damage the reputations of others.

Mobicco Group will not tolerate conduct by any person or organization that seeks to intimidate, harass, or coerce employees in the exercise of these rights.

b. Equal Opportunities and Diversity

Mobicco Group plc is committed to ensuring that all members of staff in the Group are treated fairly and are valued irrespective of disability, race, gender, sexual orientation, marital status, nationality, religion, employment status, age or membership or non-membership of a Trade Union.

This means that no one is to receive less favourable treatment on any of the above grounds or is to be disadvantaged by requirements or conditions which cannot be shown objectively to be justifiable. In the event that an employee becomes disabled during their period of employment we will seek to retain their services wherever possible.

Every member of staff in the Group has a personal responsibility to:

- treat people fairly and without prejudice;
- value and respect others;
- ensure that no one is harassed, victimised or bullied in the workplace;
- promote a work environment where everyone feels confident to report incidents that are unfair or personally offensive;
- seek to develop their own skills and encourage others.

Similarly, the Group is committed to providing quality services to all our customers. We aim to reduce social exclusion through a positive policy of providing improved access to transport for the less able or those without the use of other means of transport.

Speaking up – Helpline numbers

We do not believe that it is in anyone's interest for those, who have a reasonable suspicion that others who are acting on the Group's behalf and committing any contraventions to the above, to remain silent.

By raising your concerns, you may assist in putting a stop to wrongdoing and thereby help to protect the Group's business, people, assets, relationships and reputation.

You may call the Whistleblowing Helpline which is toll free and available 24 hours a day, seven days a week. The relevant telephone numbers are as follows:

- Calls from the United Kingdom – 0808-234-0137
- Calls from Spain – 900-98-1221
- Calls from North America - 1-877-907-2683
- Calls from Germany – dial access code 0-800-225-5288 followed by 877-907-2683
- Calls from Morocco – dial access code 002-11-001 followed by 0801-020-304
- Calls from Bahrain – 800-81-685
- Calls from France – 0-800-99-1011/1111/1211 followed by 877-907-2683
- Calls from Switzerland – 0-800-890011 followed by 877-907-2683
- Calls from Ireland – dial access code 00-800-222-55288 followed by 877-907-2683
- Calls from Portugal – dial access code 800-800-128 followed by 877-907-2683