



## DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

**This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.**



## DISCLOSURE QUESTIONNAIRE

Company Name: Rentcars  
Date Submitted: 09/16/2022

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries	✓	
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations		✓
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

  

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues		✓
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration	✓	
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls		✓
Significant Layoffs	✓	
Violation of Indigenous Peoples Rights		✓
Other		✓

  

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other		✓



## B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: **Rentcars** UPDATED AS OF: **09/16/2022**

<b>DISCLOSURE QUESTIONNAIRE CATEGORY</b>	Litigation, Arbitration, and/or Penalties
<b>ISSUE DATE</b>	09/16/2022
<b>TOPIC</b>	Litigation, administrative procedures, and penalties related to labor law and consumer law.
<b>SUMMARY OF ISSUE</b>	<p>Currently, the company has 6 labor claims and 230 consumer-related claims pending. In most consumer lawsuits in which the company is a Defendant, the demand is related to some situation that occurred with the rental company (Rentcars' suppliers). According to Brazilian consumer legislation, in such cases, considering the consumer book directly at Reantcars' platform, the company is jointly liable, being included as a defendant, together with the rental car company providing the actual service. Analyzing the last 5 years' cases, around 23% of the processes were motivated by some extra charge (carried out by the rental companies when the customer picks up the vehicle); 16% by refusal on releasing the vehicle to the customer (due to non-compliance to criteria imposed by the rental companies); 13% by issues related to charge back, in case of book cancellation without notice; 4% by overbooking and 2.5% by downgrading.</p>
<b>SIZE/SCOPE OF ISSUE</b> (e.g. \$ financial implication, # of individuals affected)	<p>According to the information provided, the currently pending lawsuits (5 labor claims and 286 consumer claims) represent 15% of company's revenue:  Labor claims: projected payment BRL 55,000 (0.14% of revenue)  Consumer claims: projected payment BRL 5,086,204.84 (14.83% of revenue)</p> <p>In the last 5 years, the amount paid for similar issues also represents a small portion of company's revenue:  Labor penalties paid in the last 5 years: BRL 40,314.16 (0.12% of revenue)  Labor claims payments in the last 5 years: BRL 37,938.71 (0.11% of revenue)  Customer claims payments in the last 5 years: BRL 199,915.17 (0.59% of revenue)</p>
<b>IMPACT ON STAKEHOLDERS</b>	Stakeholders affected were consumers (bad experience with the service, most of the times the service provided by the supplier - car rental companies, however Rentcars is considered jointly responsible in the claims and complaints) and employees
<b>RESOLUTION</b>	<p>There are, currently 6 labor claims and 230 consumer claims pending of resolution. In the last 5 years, 6 labor claims and 110 consumer claims were solved by parties agreement.</p> <p>In the last 5 years, 5 labor claims and 221 consumer claims had an adverse result for the company.</p>
<b>IMPLEMENTED MGT PRACTICES</b>	<p>a) Regarding labor claims - lack of labor rights payments and non-compliance to labor protections (e.g. overtime payment; work breaks; discriminatory layoffs; assigning people to the correct roles, etc.)</p> <ul style="list-style-type: none"> <li>Overtime and work break payment control: the company installed a new time track registration system (Pontomais). The previous hardware was inconsistent and generated issues. The current process is: monthly, at the end of the pay period, employees check and confirm all records in the time tracker system and electronically sign it.</li> </ul>

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PROVIDED BY:

Rentcars

UPDATED AS OF:

09/16/2022

	<ul style="list-style-type: none"> <li>• Non-compliance to the apprentices and people with disabilities (dismissal of a rehabilitated professional or a person with a disability without hiring another person in a similar condition): The company has always met the quota, however during the pandemic they had to lay off some people, including some people with disabilities. Currently, the company needs to hire 2 persons with disabilities and 2 apprentices to fulfill the quota. To achieve this goal, the company's Talent Acquisition team has participated in several fairs aimed at hiring people with disabilities and is insistently promoting the vacancies to the target public.</li> </ul> <p>b) Regarding consumer disputes:</p> <ul style="list-style-type: none"> <li>• Non-delivery of the paid service (unavailability; closed rental company; non-fulfillment of the reservation; negative due to registration analysis; overbooking; reservation canceled; reservation not found): the company has implemented a system integrated with the rental company, in which the offers/sales made are all linked to the availability at the counter. The company does not accept partners that operate on overbooking (i.e. book more than they have the capacity to attend) and also carries out an analysis at the time of booking to prevent the customer from having problems when picking up the vehicle.</li> <li>• Inappropriate charges (extra charge at the rental company/destination; downgrade; refund of the deposit): the company has a department that exclusively deals with after-sales problems and, once the customer has had his reservation confirmed, they guarantee a vehicle at the agreed price, even if at another rental company.</li> <li>• Consumer safety (vehicle defects; rental vehicle problems): the company works with rental companies that guarantee the quality of the vehicles and when a customer reports issues, they seek a resolution with the partner. In case the partner does not present a resolution, the company blocks the partner in their system.</li> <li>• Extrajudicial customer complaints (Procon): the company analyses all complaints reported; there is a team focused on solving issues and improving the product in order to provide the best customer experience.</li> </ul>
<p><b>MANAGEMENT COMMENTS</b></p>	<p>Regarding labor litigation, the company adopted the following practices to correct/mitigate issues:</p> <ol style="list-style-type: none"> <li>a) In order to resolve overtime and intraday payment control, the company substituted the time recording system and process, to avoid inconsistencies and ensure the acknowledgment of employees regarding the hours worked.</li> <li>b) Regarding the complaints related to the Customer Relations departments in February of 2022 the company implemented practices to ensure full compliance with the regulatory standard NR-17.</li> <li>c) (Regarding the non-compliance with the apprentices and people with disabilities quotas (i.e., dismissal of a rehabilitated professional or person with a disability without hiring another person with a similar condition). Due to the covid-19 pandemic, the company needed to lay off some employees, including people with disabilities, which affected the accomplishment of the quotas (currently, company needs to hire two persons with disabilities and 2 apprentices). In order to achieve this goal, the company's Talent Acquisition team has participated in several job fairs targeting hiring people with disabilities and is insistently advertising job positions targeting candidates from these groups.</li> </ol>

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Rentcars

UPDATED AS OF:

09/16/2022

	<p>Regarding customer complaints/disputes, the company adopted the following practices to correct/mitigate issues:</p> <ul style="list-style-type: none"> <li>a) non-delivery of the paid service (unavailability; closed rental company; non-compliance with the reservation; negative due to cadastral analysis; overbooking; canceled reservation; reservation not found) - In order to avoid issues related to the availability of cars, the company implemented a system integrated with the rental company, which link the sales to the availability at the rental car partner. Additionally, the company does not accept partners that work with overbooking and carries out an analysis of all reservations to prevent the customer from having issues when picking up the vehicle.</li> <li>b) Improper billing (i.e. extra charge at the rental company/destination; downgrade; deposit reversal) - The company has a sector to deal exclusively with after-sales issues; this department ensures that, once the reservation is confirmed, the customer receives a vehicle on the agreed price, even if it is at another rental company.</li> <li>c) consumer safety (i.e. defects in the vehicle; problems in the rented vehicle) - The company blocks partners that do not solve quality issues reported by customers.</li> <li>d) In order to reduce complaints to Procon, the company analyzes and resolves all reported complaints and, based on that, implements product improvements to enhance customer experience.</li> </ul>
<p><b>RELATED INCIDENTS (YES/NO)</b></p>	<p>Yes. In the last 5 years the company faced others labor and consumer claims</p> <p>Labor penalties paid in the last 5 years: BRL 40,314.16 (0.12% of revenue)</p> <p>Labor claims payments in the last 5 years: BRL 37,938.71 (0.11% of revenue)</p> <p>Customer claims payments in the last 5 years: BRL 199,915.17 (0.59% of revenue)</p>



## B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY:

Rentcars

UPDATED AS OF:

08/25/2022

<b>DISCLOSURE QUESTIONNAIRE CATEGORY</b>	Significant layoffs of >20% of workforce
<b>ISSUE DATE</b>	May and August 2020
<b>TOPIC</b>	Significant layoffs due to the COVID-19 pandemic
<b>SUMMARY OF ISSUE</b>	<p>The company had a total of 280 dismissals in the last 5 years. The most significant one was in 2020 when the company had two significant layoffs periods: May and August.</p> <p>2018: 54 dismissals (company initiative); employees' performance (around 23%)</p> <p>2019: 37 dismissals (company initiative); employees' performance (around 17%)</p> <p>2020: 144 dismissals, 90 related to the COVID-19 pandemic (65 in May and 25 in August) (48.16%)</p> <p>2021: 19 dismissals (company initiative); employees' performance (around 10%)</p> <p>2022: 24 dismissals (company initiative); employees' performance (up to Aug/22) (Around 12%)</p>
<b>SIZE/SCOPE OF ISSUE</b> (e.g. \$ financial implication, # of individuals affected)	In 2020 a total of 144 employees were laid off (90 due to COVID-19 + 54, unknown reason), representing 48.16% of the company's employees at that time.
<b>IMPACT ON STAKEHOLDERS</b>	Primary impact was loss of employment for affected employees.
<b>IMPLEMENTED MGT PRACTICES</b>	Normally, dismissed employees are entitled to remain on the company's health insurance for 30 days. For the COVID-19 related dismissals in 2020, the company maintained the employees for 90 days in the health insurance and, additionally, provided employees with a guide on professional outplacement, including tips to improve CV and professional network
<b>RELATED INCIDENT (YES/NO)</b>	The company dismissed employees every year from 2018 to 2022. However, the number of dismissals was considerably higher in 2020.



## B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: **Rentcars** UPDATED AS OF: **04/11/2023**

<b>DISCLOSURE QUESTIONNAIRE CATEGORY</b>	Energy and emissions intensive industry
<b>TOPIC</b>	Company operates in the rental car industry
<b>SUMMARY OF ISSUE</b>	Rentcars Ltda is a company that works in the transport sector, specializing in vehicle leasing, they run a platform to compare the prices of different rental car companies, allowing the booking of cars by the clients within the platform. As they don't own any fleet, the rental car companies are the ones providing the vehicles to the clients using the platform (i.e. the rental car companies are their suppliers). As a company dependent on fossil fuel vehicles, the emissions released in the use of the vehicles rented through their platform include them in the position of emission and energy-intensive company.
<b>SIZE/SCOPE OF ISSUE</b> (e.g. \$ financial implication, # of individuals affected)	100% of Rentcar's revenues result from services relying on the rental of cars  As Rentcars doesn't own a fleet, they opt to select suppliers (car rental companies) that have certifications or programs related to the environment and are in accordance with their Code of Ethics and Anti-Discrimination Policy.
<b>IMPACT ON STAKEHOLDERS</b>	Energy and emissions intensive industries contribute to air pollution and climate change. B Lab recognized the automotive industry as an energy intensive industry that will require the creation of additional risk standards through a standards development process.
<b>IMPLEMENTED MGT PRACTICES</b>	Rentcars mentions they prioritize suppliers that have certifications or programs related to the environment and are in accordance with its Code of Ethics (which establishes the respect to the environment as one of its values). Although the Code of Ethics applies to the company's employees and suppliers, there is no specific commitment to reducing emissions or a formal process to evaluate its suppliers' commitment to it.