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# **ESG Report**

## 2024

CONTENTS

Contents 2

Foreword CEO 3

1

**Approach to Sustainability**

How Sustainability is built into our Company 5

4

**About APCOA**

Company Profile 11

7

**Governance**

Our Approach 38

Certifications 41

2

**ESG Vision & Goals**

ESG Vision 2050 & Goals 7

5

**Environmental**

Summary of our Ambitions 13

Measuring our Carbon Footprint 14

8

**Country Spotlights**

Germany 43

Italy 49

Norway 56

UK 63

3

**2024 Highlights**

Highlights Dashboard 9

6

**Social**

Our Main Focus Areas 28

9

**Performance data**

Group & Country Data: 71

(Germany, Italy, Norway & UK)



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# Foreword

## Nicola Veratelli

At APCOA, sustainability isn't just a goal—it's at the heart of everything we do.

With the launch of our Sustainability in Action programme back in 2021, we proudly took a bold step forward in our commitment to building a better future. By embedding Environmental, Social, and Governance (ESG) principles into the fabric of our operations, we've created a powerful framework that delivers real impact—across our teams, our communities, and the environment.

**“ESG for us in APCOA is not just the way we operate our business, but the way we live our lives every day.”**

Operating across 12 European countries, we know our actions have a wide-reaching influence. That's why we're focused on doing business in a way that not only delivers results but creates lasting, positive change.

### Leading with Purpose: Our Commitment

#### Environmental

As a leader in mobility, we're proud to be driving the transition to greener transport solutions. Our rapidly expanding EV charging infrastructure is a key pillar of our environmental strategy, and in 2024 we have taken this further - innovating and investing to help shape a cleaner, more connected future.

#### Social

People are at the core of our success. Since joining the UN Global Compact in 2021, we've put robust social responsibility measures in place to empower our teams and support local communities. In 2024, every APCOA country took ownership of their social impact, rolling out locally driven initiatives that support employees, champion diversity, and give back to causes that matter.

#### Governance

As pioneers in digital mobility solutions, we take our responsibilities seriously. From data security to ethical business practices, our governance approach ensures every colleague is equipped to lead with integrity. And as we support our partners in meeting their own sustainability goals, we're proud to set a standard for trust and transparency in our industry.

### 2024: A Year of Impact and Momentum

Last year was a breakthrough year for APCOA's ESG journey. We turned strategy into action—and saw meaningful results:

- ESG leads in each country driving local innovation
- Stronger safety culture implemented Group-wide, with 2024 building on this momentum
- Carbon footprint reduced by 14,638 tCO<sub>2</sub>e — a 35% drop since 2023
- Electric fleet growth from 26% EV/Hybrid in 2023 to 35% EV/Hybrid in 2024
- 4,654 EV charge points managed — a 12% increase since 2023

- ED&I efforts driving change: 66 nationalities employed with 10% Young Talent
- Strengthened structure to enhance focus on compliance

We're proud of what we've achieved, but even more excited about what's next. Across APCOA, our people are embracing the challenge, sharing ideas, and pushing boundaries to make our business smarter, greener, and more inclusive.

Led by our **Group ESG Director, Kim Challis**, we've created a culture of best practice sharing that is accelerating change across the board.

Our 2024 ESG Report is packed with real stories, powerful initiatives, and measurable progress—all underscoring our commitment to building a better future for our people, partners, and planet.

**Nicola Veratelli**  
**Chief Executive Officer, APCOA**





# 1. Approach to Sustainability



# How Sustainability is Built into Our Company

**At APCOA, we're committed to growing in a way that's both innovative and sustainable. By connecting parking, mobility, and urban life, we play an important role in the urban ecosystem—and we take that role seriously. That means actively working to reduce tCO2e emissions, conserve resources, and improve quality of life wherever we operate.**



Our ESG report is one way we hold ourselves accountable—to our teams, customers, clients, partners, and communities.

We're also proud to be a member of the UN Global Compact (UNGC). As members, we have committed to implement the Ten Principles of the UN Global Compact, take action to

support the Sustainable Development Goals, and communicate our progress to the UNGC. Our Europe-wide ESG programme drives our actions and ambitions, structured around the three main pillars:



## Environmental: Measuring and Reducing Our Impact

We're committed to tracking and reducing our environmental footprint across all operations. That includes measuring Scope 1, 2, and 3 emissions, following the Greenhouse Gas Protocol, in partnership with First Climate. Every year, we report on our progress toward our carbon reduction goals and share the steps we're taking to reach Net Zero.



## Social: Putting People First

Our people are the core of APCOA. We're proud to have a diverse team with a wide range of backgrounds and experiences. To ensure we put people first, we have implemented a Group-wide social policy focused on five key areas:



## Governance: Strong Standards, Clear Accountability

We've put in place robust governance policies, standards, and guidelines, all regularly reviewed and audited to ensure compliance across the Group. Risk awareness is part of our culture, supported by ongoing training and local specialist teams.

The EU's Corporate Sustainability Reporting Directive (CSRD) requires APCOA to monitor and manage a wide range of ESG issues and their impact on the environment. To comply, we will be required to report sustainability data in line with the European Sustainability Reporting Standards (ESRS), disclose EU Taxonomy alignment, and conduct a double materiality assessment. Further details are included in Section 7 of this report.

## Grow as a company

in innovative and environmentally friendly ways.

## Act as an integral part

of the urban ecosystem by reducing CO2 emissions, conserving resources and improving the overall quality of life.

## Bring together

parking, sustainable mobility and urban life.



## **2. ESG Vision & Goals**

# ESG VISION & Goals

At APCOA, we see sustainability as an opportunity to lead, innovate, and make a meaningful difference. Our ESG strategy is built around ambitious goals to be achieved by 2030, setting us firmly on the path to net zero by 2050.

## Our Three Pillars

### Environmental

We're reducing emissions, conserving resources, and designing low-impact mobility solutions that support sustainable urban life.

### Social

We empower our people and uplift communities by promoting diversity, well-being, and strong local connections.

### Governance

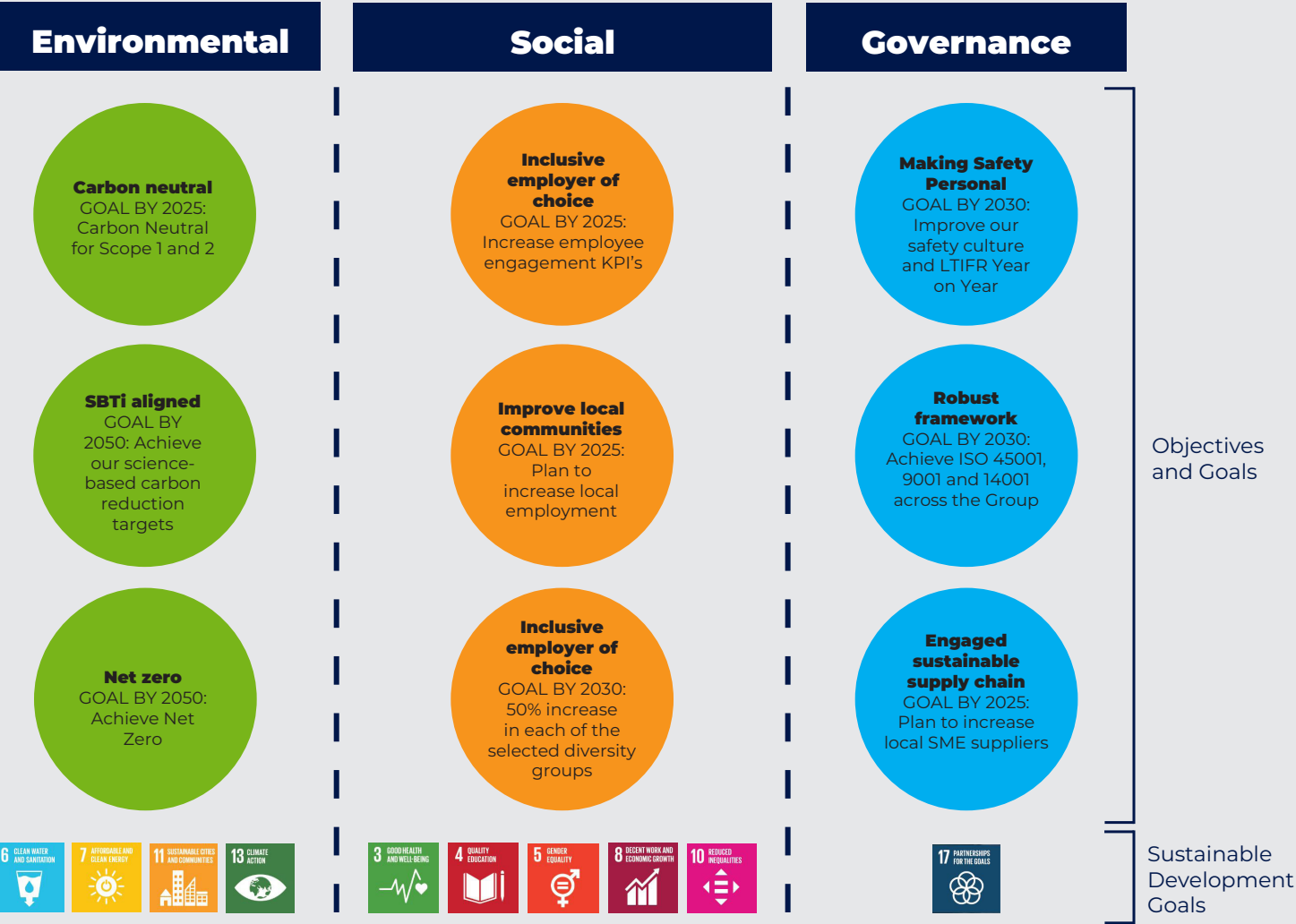
Transparent, ethical governance drives every decision—ensuring integrity and accountability across our business.

## Built on Purpose

These pillars are grounded in our values and aligned with the UN Sustainable Development Goals, guiding us to act locally while thinking globally.

## Together for a Sustainable Future

Across 12 European markets, we're creating real impact—reducing traffic, emissions, and noise while enabling smooth, sustainable mobility. Sustainability is a shared responsibility, and we're proud to move forward with our partners, our people, and our communities.






















# 3. 2024 Highlights



# 2024 Highlights Dashboard

Environmental			Social	Governance
 <p>APCOA's <b>emissions decreased by 35%</b> since 2023</p>	 <p><b>Carbon Neutral</b> for Scope 1 &amp; 2 across Europe</p>	 <p>APCOA's payment apps provide around <b>9.8 million customers</b> with cashless parking payment services</p>	 <p><b>21.5%</b> of all FTE's are women <b>24%</b> work part time <b>10%</b> of workforce are Young Talent</p>	 <p>Corporate Governance has been strengthened by</p> <ul style="list-style-type: none"> <li>- <b>Code of conduct</b></li> <li>- <b>Annual compliance &amp; security training</b></li> </ul>
 <p><b>&gt; 1,800 ANPR</b> sites across Europe for a frictionless experience</p>	 <p><b>4,654 EV charging stations</b>, a 12% increase from 2023</p>	 <p>Intelligent lighting solar panels and voltage optimisers <b>reduce electricity consumption</b></p>	 <p>New H&amp;S measures with all APCOA countries measuring LTIFR <b>Result: 7.7</b></p>	 <p>3,153 staff trained in:</p> <ul style="list-style-type: none"> <li>- <b>GDPR</b></li> <li>- <b>Data security</b></li> <li>- <b>Unconscious bias</b></li> </ul>
 <p><b>700+</b> car parks as <b>Urban Hubs</b></p>	 <p><b>90% of the Group</b> are on <b>renewable energy</b></p>	 <p>Electric/hybrid vehicles make up <b>35% of APCOA's operational fleet</b></p>	 <p>We support <b>multiple charitable fundraising</b> events</p>	 <p>First APCOA country achieves <b>Bronze EcoVadis</b> accreditation</p>



# 4. About APCOA

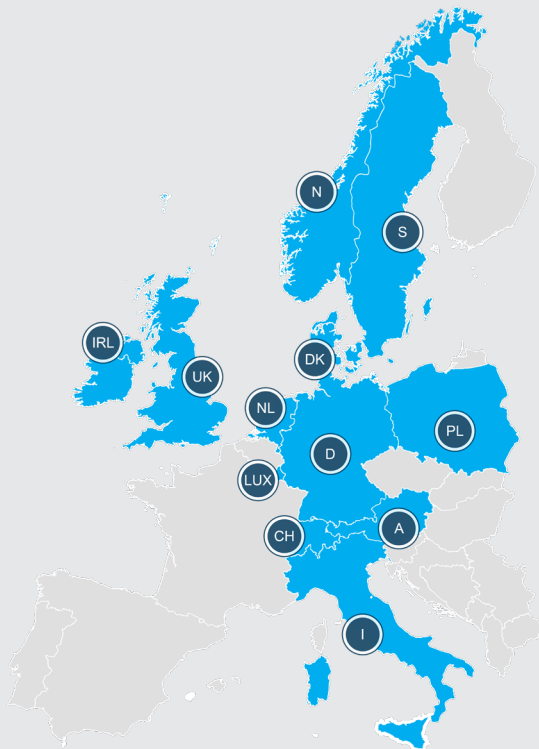




# About APCOA

## Company Profile

**APCOA is Europe's leading parking operator with more than 50 years of industry expertise. With its 5,000 employees, the Group manages more than 1.6 million individual parking spaces at 13,000 locations in 12 European countries. The company is active in the areas of parking, charging, technologies and urban solutions.**



### Who we are

"With our consistent asset light business model, APCOA is the trusted partner who maximises value for private and public real estate owners." Via our open digital platforms, we connect on-street and off-street car parks with clients, partners, customers and their vehicles. Based on this technology, APCOA is transforming our car parks into Urban Hubs, providing the physical and digital infrastructure for mobility, logistics, e-charging, and technology-based services.

Customers profit from innovative and convenient experiences provided by APCOA and our partners who use the car parks to deliver their services. The environment also benefits as the company actively contributes to the reduction of emissions in cities by decreasing the volume of traffic for logistics and searching for parking.

**"APCOA serves all sectors: airports & railway stations, city & shopping centers, hospitals, universities as well as event locations and on-street sites."**

By connecting parking, mobility and services for urban life, APCOA is positioned to be an integral part of the digital and physical urban ecosystem.

### What we do

#### PARKING

**Delivering higher value and better experiences with parking spaces.**

#### CHARGING

**Advancing e-mobility with charging infrastructure.**

#### TECHNOLOGY

**Creating value with tech and data.**

#### URBAN SOLUTIONS

**Supporting sustainable communities with hubs.**

### What we stand for

We are deeply passionate in everything we do. This makes us an approachable, reliable and solution-oriented partner for your business, building on over 50 years of parking know-how. At the same time, we are a forward-looking and creative team, determined to take everything around parking more than just one step ahead.





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# 5. Environmental



## Summary of our Ambitions

Climate change is one of the most pressing challenges APCOA faces today:

- **Carbon Emissions:**  
APCOA operates a large fleet of vehicles and manages car parks which impact on carbon emissions
- **Energy Consumption:**  
Parking facilities require energy for lighting, ventilation, and other operations; finding ways to reduce energy consumption and increase efficiency can help APCOA to mitigate the effect on the environment
- **Sustainability:**  
Consumers are becoming more environmentally conscious and are increasingly choosing to support businesses that prioritise sustainability
- **Regulatory Compliance:**  
Governments are implementing stricter regulations to address climate change, including emissions standards and sustainability targets

At APCOA, we are aware of the need to protect our environment and have been working hard in recent years to implement a range of strategies to meet these challenges. These include investing in electric vehicles, improving



energy efficiency in our facilities, providing customers with improved access to renewable energy sources, and promoting sustainable practices throughout our operations.

### **We know that focusing on environmental sustainability will also:**

- Protect our Brand and enhance the value of what it stands for
- Give us a competitive advantage in our key business sectors – driving growth both in B2C and B2B
- Allow us to be the company of choice when attracting the best talent
- Enable us to maximise efficiencies in our operations which leads to cost savings

By taking proactive steps to mitigate our environmental impact, APCOA can help address the challenges of climate change while also improving our long-term sustainability and competitiveness. We intend to lead the way, showing others what best practice looks like; as Europe's leading parking company, we believe we have a responsibility to encourage and drive change.

**“We have set a target to be Carbon Neutral for Scope 1 and 2 by 2025 and achieve Net Zero by 2050.”**

APCOA is committed to working closely with all our stakeholders (investors, landlords, clients, customers, colleagues, and supply chain partners) to reduce our carbon emissions. Our baseline year has been set to calendar year 2021.

In 2021 we appointed a partner, First Climate, to work with our sustainability team to measure our carbon emissions across the Group. With over 20 years’ experience, First Climate is a leading provider of climate protection and green energy solutions supporting private and public sector organisations to achieve their climate and sustainability objectives. They are working with APCOA to minimize avoidable emissions and develop in-setting and off-setting solutions to compensate for unavoidable carbon emissions.

**“Our aim is to minimize the environmental impact of our business. We are committed to measuring our carbon footprint every year and have a comprehensive 5-year carbon reduction plan.”**

**Measuring Our 2024 Carbon Footprint**

At APCOA, we continue to take measurable action to reduce our environmental impact. Working with First Climate, we have assessed our carbon footprint for Scope 1, 2, and 3 emissions in alignment with the internationally recognised Greenhouse Gas Protocol (GHG-P)—the global standard for quantifying and managing greenhouse gas emissions.

In 2024, APCOA's emissions amounted to 27,510 tCO2e, which is a 35% decrease from 2023. This is mainly driven by a decrease of 58% in Scope 2 and 38% in Scope 3 emissions.

- Scope 1: 4,454 tCO2e
- Scope 2: 592 tCO2e
- Scope 3: 22,463 tCO2e

The GHG Protocol is a collaboration between businesses, NGOs, and governments, led by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). By adhering to its standards, we ensure transparency and consistency across our sustainability reporting.

We are focused on reducing emissions in both our direct operations and through partnerships with our supply chain and clients. Our approach targets high-impact activities and prioritises long-term sustainability.

**Six Key Initiatives Driving Progress:**

To meet our target of achieving Net Zero by 2050, we have launched a Group-wide programme centred around six main initiatives:

1. Delivering Sustainable Transportation
2. Providing Sustainable Energy Solutions
3. Improving Air Quality
4. Urban Hubs: Localisation
5. Accelerating Electrification
6. Leveraging Digital for Sustainability

Through these activities, APCOA is not only reducing its carbon footprint but also shaping the future of urban mobility and infrastructure.

**Our Carbon Reduction Plan**



ELIMINATE

Our decisions will consider options to eliminate carbon emissions



REDUCE

We will use resources efficiently to lower our carbon intensity



SUBSTITUTE

We will adopt low carbon alternatives



COMPENSATE

We will offset unavoidable emissions through environmental projects





# 1. Delivering Sustainable Transportation

**APCOA has signed up to EV100, committing to transition our complete fleet (cars, vans, scooters) to fully electric by 2030. In 2024, electric/hybrid vehicles made up 35% of APCOA's entire fleet, a positive improvement from last year's 26%.**

Our operational fleet is also transitioning to both smaller, more economical vehicles such as e-bikes and scooters where possible. Stationary combustion, mobile combustion, and fugitive emissions currently accounts for 33% of our scope 1 and 2 emissions. Our 2024 Group petrol and diesel consumption was 1,713,014 litres.

Employee commuting contributed to 22% of our indirect emissions in 2024. Through our company car policy, we encourage more sustainable travel to and from work, including the promotion of hybrid and electric vehicles and car sharing.

**“APCOA Italy increased kilometers travelled sustainably by its employees to and from work by 64% in 2024.”**

In some locations, APCOA offers electric bikes as part of a convenient sharing service. Customers can simply download the app, register, and follow the on-bike instructions. By scanning the QR code, they're instantly connected and ready to ride—making it easy to choose a sustainable, flexible mode of transport.

We're also proud to partner with car sharing, car rental, and micro-mobility providers, many of whom use our parking spaces for EV charging and to make their services more accessible to the public. These partnerships are part of our broader effort to support multimodal transportation and reduce reliance on private car ownership—encouraging smarter, greener ways to move through cities while strengthening links to public transport.

## Example

**APCOA carries out more than 4,000 micro mobility transactions annually. Vehicles such as electric scooters or bikes, can be picked-up or dropped-off in dedicated zones or racks in our car parks. We also support the efficiency and profitability of our micro mobility partners with storage solutions for their vehicle fleets or battery charging infrastructure as well as other services.**

**One example is the mobility hub at Bahnhof Schönhauser Allee in Berlin, Germany which APCOA opened in conjunction with BVG. Next to the train station, a wide range of micro mobility offers from our partners Miles, Mobilee, Oply, Emmy, Cambio, Tier and Voi are available for customers.**





## Example

**Transportation signage at parking sites is the single most important factor in a parking operation, both for the customers to understand what parking-regulations they must adhere to, but also for APCOA to be able to legally pursue those who are sanctioned.**

**When setting up a new site or when parking regulations are changed, usually we need to install a new set of signage. We operate thousands of sites so the requirement for replacement signage is very high, and the disposal of used signage also places a significant burden on the environment.**

**APCOA Denmark's solution is to recycle car park signs. Backed by the idea that when you buy a "coffee-to-go" from a coffee-shop, you are happy to pay full price for the coffee, even if it comes in a cardboard-cup in neutral colour without glamorous features – because you value the fact that you do not impact on the environment more than necessary.**

**APCOA Denmark has invested in an in-house printer, with the purpose of introducing a circular process for signs that need to be replaced. We remove the**

**existing foil from a used sign, clean it and keep it in stock. When we need new signage at a site, we print a new foil and stick it on a previously-used sign-plate.**

**The recycled sign may not look completely new, but – as per the coffee-cup example mentioned – this is accepted by clients and customers as a positive way to improve sustainability.**

**The foil-printer is now used daily and, in all cases, it is a circular process with reused sign-plates which no longer need to be disposed of as waste. We are now able to produce a functional parking sign in 10 minutes, which allows us to react instantly if crucial signage is damaged.**

**Our ambition for year one is 1,000 reused signs. On the financial side, the hardware investment is repaid within six months due to the lower cost of production compared to brand new signage.**



## 2. Providing Sustainable Energy Solutions

**Electricity is our largest energy source. We use it for lighting, ventilation, and powering equipment across our car parks. Our 2024 Group-wide electricity consumption was 30,221,773 kWh, a decrease of 15% compared to 2023, generating savings of €1.5M.**

90% of the Group is using renewable energy; in 2023 this figure was at 84%. APCOA Austria, Germany, Ireland, Italy, Norway, Sweden, Switzerland and the UK all continued to purchase 100% of their electricity from renewable sources. In 2024, we saw Netherlands switch to renewable sources which resulted in a reduction of 669 tCO<sub>2</sub>e in Scope 2 emissions.

### Solar Panels

We have seen a positive impact from the implementation and use of solar panels for powering ANPR cameras, car park pay & display machines and ancillary operational activities such as car washing, lockers and other payment solutions. In Poland, all our parking meters are now solar-powered.

### LED Lighting

One important contributor to reducing our energy costs has been the further implementation of intelligent LED lighting systems across larger car parks; 1,982 car parks now have LED lights installed.

### Example

**The Centralbahnparking carpark in Basel, Switzerland was built approximately 20 years ago. During refurbishment works, it was decided to upgrade the lighting to LED. Together with the client, APCOA Switzerland decided to switch to a “smart” lighting system from LEDCITY, a Swiss manufacturer. The system provides sensors in every lamp and uses a high-end control system to optimize efficiency. The system was installed in late 2023 and early 2024, with more than 1,500 single lamps being changed.**



### Use of Voltage Optimizers in Car Parks

Voltage optimization is a clever energy-saving technique that is used to regulate the incoming power supply. By reducing the voltage supplied to the optimum level we can reduce the amount of electricity we use, cutting our carbon emissions at the same time.



### Example

**Following an initial trial at The Moor Car Park in Sheffield, UK, a voltage optimizer unit was fitted to the incoming electricity supply. The optimizer reduced our utility consumption by approximately 7% per annum, which is a saving of circa £4,000 per annum, resulting in a payback of the investment in just 2.6 years.**

### 3. Improving Air Quality

**Emissions from road vehicles, which include particulates and nitrogen oxides, have a negative impact on air quality.**

At APCOA we are working with our UK and Scandinavian teams to develop a coherent strategy to address our contribution to improving air quality. Our policies to minimise emissions include the following:

#### Anti-Idling Campaigns

We are working with municipalities in the UK, Sweden and Denmark to implement no-idling campaigns via on-street enforcement.

#### Air Quality Monitoring

We support our clients' air quality programmes through intuitive and innovative means. For example, we have sourced and deployed compact environmental pollution monitor trackers which can be worn by our frontline colleagues.



The air quality trackers collect data on PM, PM 10, No2, VoC, Temperature and Humidity which is paired to allow real time data transmission and GPS location mapping. The data is fed back live to a global air quality data collection utility. We feed into data that is openly sourced and freely

available to the communities that we operate in, meaning we can demonstrate highs and lows in pollutant levels at 1-hour intervals over a 24hr period. We are the first operator to deploy wearable trackers with enforcement officers.

#### Example

**Urban parking facilities are often associated with high levels of air pollution, posing significant health and environmental challenges. The enclosed or semi-enclosed nature of parking areas can lead to the accumulation of particulate matter (PM10 and PM2.5), compromising air quality for users and nearby residents.**

**APCOA Italy has collaborated with one of its clients to partner with Bufaga to address this issue by installing advanced air purification systems in selected parking facilities. The E-Bufaga 2.0 system is equipped with smart filtering technology capable of purifying up to 130,000 cubic meters of air per day. The system integrates IoT sensors to monitor air quality in real time, providing accessible data through a dashboard and public displays. In addition to air purification, the system includes an integrated screen for real-time data visualization and potential advertising revenue opportunities.**

**The installation of the E-Bufaga 2.0 system has significantly improved air quality in the targeted parking facilities.**

**Measurements indicate a 95% reduction in PM10 and a 90% reduction in PM2.5 levels. The initiative has enhanced the user experience by providing cleaner air and actionable environmental data, reinforcing APCOA's commitment to sustainability.**

**Beyond improved air quality, the project has created opportunities for advertising revenue through the integrated screens. The use of IoT technology ensures proactive maintenance and efficient operation, while the recycled filters contribute to a circular economy, minimizing environmental impact.**





## 4. Urban Hubs - Reducing Travel Through Localisation

**APCOA has transformed more than 700 car parks into Urban Hubs, providing the physical and digital infrastructure for strategic partners in mobility, electrification, logistics and on-demand services.**

With the strategic expansion of our product portfolio, we form an integrated ecosystem of Smart City and Smart Mobility services and actively contribute to the sustainable transformation of urban areas and the reduction of CO2 emissions.

APCOA's strategic partners include Amazon, Bosch, Inpost, DHL, UPS & SIXT. The flexible incorporation of tailor-made electric shared and micro mobility services support emission-free intermodal transport and help to reduce inner-city traffic and the search for parking spots.



### Example

**During 2024, APCOA UK worked closely with Manchester City Council and other partner organisations to plan and begin the development of an innovative new Mobility Hub as a key phase of investment which is regenerating the Ancoats neighbourhood.**

**Opening in May 2025, the Mobility Hub will centralize parking, cycle storage and last mile deliveries for a number of adjacent residential developments, while helping to reduce vehicles in the local area to improve air quality for residents and visitors. It will provide:**

- **150 secure bike parking spaces and changing facilities**
- **102 electric vehicle charging points, with potential for more - one of the largest charging parks in the UK**
- **Spaces for car club/car share schemes**
- **406 car parking spaces for residents and visitors**
- **Over 400sqm of green wall**

- **400 rooftop solar panels**
- **Ground floor space for new wellbeing activities.**
- **Over 1300sqm of new public realm, connected to Ancoats Green and the nearby canal and New Islington**
- **Parcel locker hub to centralize how local people can receive post and packages, helping to reduce delivery traffic in the area**
- **A commercial unit**

**The low carbon construction incorporates hundreds of photovoltaic panels on its roof and living green walls, making the building one of the most environmentally friendly in the city - supporting Manchester's target to become a zero carbon city by 2038.**

**The green wall scales the entire height of the eight storey building, with plants carefully chosen for their pollution-absorption, urban tolerance and year-round flowering. Just one square metre of wall planting can extract 2.3kg of carbon dioxide and produce 1.7kg of oxygen, while also filtering dangerous toxins and microparticles.**



## 5. Accelerating Electrification

**Powering more of the cars we drive with clean energy is essential to address both CO2 emissions and air pollution.**

We have announced plans to deploy up to 100,000 new EV charging stations in APCOA parking facilities by 2035. As part of our EV strategy, APCOA will make the investment to expand our AC charging infrastructure and become a leading EV charging operator. In parallel, strategic partners from the automotive industry, as well as energy and charging infrastructure providers, will deploy an additional 1,000 fast-charging stations across APCOA's dense location network.

We have developed a central European charge-point management platform which allows us to undertake full end to end management of the EV charge-point network in each of our European Countries. This open (OCCP) and compatible setup allows the integration of multiple EV charge-point partners and services.

The APCOA FLOW, APCOA Connect, ScanEV® apps serve as the front-end to parking customers, including locating, booking and payment.

**“At the end of 2024, we have 4,654 electric charging points available in car parks operated by APCOA, a 13% increase since 2023.”**



### Example

**APCOA countries continue to make strong progress in expanding our EV charging network, as a couple of examples illustrate:**

**At the end of 2024, APCOA Norway had 1,027 charge points in operation, marking a 21.4% increase from the previous year. In addition, APCOA Norway established strategic partnerships with three major high-speed charging providers, significantly expanding our ability to deliver high-speed charging solutions across the country. We now offer both temporary and permanent charging infrastructure tailored to the specific needs of each location - whether short-term or long-term. This flexibility ensures that we can effectively support the transition to electric mobility, wherever it is needed.**

**APCOA Sweden now has 958 charging points in operation – an increase of 47% on the year before.**

**This growth, combined with the actions of our other European businesses, reflects APCOA's commitment to supporting the transition to electric mobility across the Group.**





## 6. Leveraging Digital - Sustainable Operations

**APCOA has long embraced digital innovation as a key driver of both customer convenience and environmental sustainability. The successful rollout of digital services across all our markets showcases the transformative impact of technology in everyday life—making parking easier, faster, and more sustainable.**

Our suite of smart payment solutions, including APCOA FLOW, APCOA Connect, ScanPay, and Prebook, reflects a forward-thinking approach to evolving customer expectations. These platforms offer seamless, cashless transactions that simplify the parking experience while reducing reliance on physical infrastructure like pay stations and printed tickets.



### Example

**In Poland, APCOA identified opportunities for improvements at the car park we operate on behalf of a client in Galeria Katowicka. With 1,200 parking spaces generating around 200,000 tickets per month, the car park was incurring high operating costs for cash registers and terminals.**

**We worked with our client to install a new solution, replacing the existing ticket and barrier system with a new ticketless system. This is:**

- **Reducing ticket production from 200,000 to around 40 per month**
- **Reducing maintenance costs**
- **Reducing wear and tear on parking system components**
- **Reducing operating costs**
- **Improving the customer experience**

Beyond convenience, our digital strategy is also rooted in environmental responsibility. By optimizing operations through data analytics, we're able to improve resource efficiency, reduce energy consumption, and cut down on unnecessary emissions. This is just one of the ways APCOA is using technology to drive meaningful progress in sustainability while continuing to lead in customer-focused mobility solutions.



As the reliance on digital services continues to grow, APCOA's dedication to innovation positions us well to meet the evolving expectations of customers while simultaneously driving positive change for the environment. In all countries our operations are now moving to:

### **ANPR Technology**

The use of Automated Number Plate Recognition (ANPR) reduces the need for permanent physical staffing and can be integrated with digital services to provide the end customer with a frictionless experience. APCOA now has 1,800 ANPR sites across Europe with Norway, UK and Germany as our biggest markets for ANPR utilization.



### **Example**

**APCOA UK has effectively modernised and digitalized a customer-facing journey at a number of UK airports through the development and deployment of an ANPR Barrierless Airport Terminal Drop Off Zone Charging Solution (TDOC).**

**In recent years, the majority of UK airports have introduced drop off charges for drivers using the forecourts by airport terminal buildings to drop off or pick up passengers. APCOA's barrierless solution supports the airports' environmental objectives, which are to encourage a shift towards sustainable forms of transport, improve air quality, reduce noise pollution, and contribute to decarbonisation.**

**Supported by APCOA's cloud-based Parkway system, we are providing an end-to-end solution for a barrierless service, maximising the use of technology, automation and data across vehicle detection, customer channels, payment reconciliation and enforcement.**

**For customers, the barrierless system streamlines the drop-off and pick-up process, making it quicker, more convenient, and stress-free. Drivers no longer need to stop at a barrier but can drive straight through a Drop Off or Pick Up area and pay the charges remotely. This significantly reduces waiting times, improves traffic flow, and enhances the overall passenger experience. Customers are provided with multiple payment options for their TDOC visit, including**

**setting up AutoPay for automatic payments or pay for their visit afterwards. The solution caters for both business and non business related customers, as well as providing digital management of exemptions. Clients are provided with an extensive set of reports and dashboards for utilization, marketing and financial reporting through APCOA Analytics, a fully integrated business intelligence (BI) tool. This powerful reporting and analytics solution enables clients to make data-led intelligent decisions.**



**APCOA is the market leader in the UK, providing services to multiple airports, ranging in size from 4m - 84m passengers. The barrierless TDOC solution has been implemented at London Heathrow, London Luton, Manchester, East Midlands and Stansted airports.**

**The platform today processes 1.25 million ANPR reads per day. In 2023, APCOA's Parkway system handled over 27 million images at Heathrow alone and processed over 9.2 million paid trips.**



## Cashless Technology

### APCOA Flow/APCOA Connect

Through the introduction of APCOA FLOW and APCOA Connect nearly 1.5 million customers now enjoy a seamless, cashless parking experience. These digital platforms allow users to pay conveniently via app using their credit or debit card, eliminating the hassle of finding change or queuing at payment machines.



The services go beyond simple payment. Customers can reserve a parking space in advance, pay up to 24 hours later with APCOA's LatePay feature, and benefit from contactless entry and exit. With AutoPay, the entire process—from entry to invoicing—is fully automated.

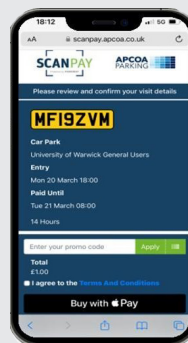
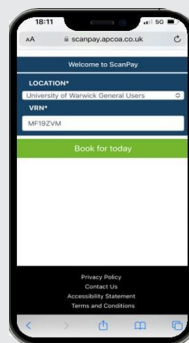
Thanks to the integration of ANPR technology, the system instantly recognises a registered vehicle, raises the barrier, and processes payment without the need for tickets or

physical interaction. The result is a smooth, efficient parking journey that saves time for drivers and reduces friction in busy car parks.

**“APCOA Norway has more than 1.4 million APCOA FLOW users, reducing the need for paper tickets and providing a seamless customer journey.”**

### ScanPay®

ScanPay® is provided by APCOA in multiple countries across Europe, offering a quick solution for individuals who don't want to use a kiosk or download an app. Using a QR code for payment via ApplePay or GooglePay, no user registration is needed, which provides a quick and convenient payment option. It can be configured to deliver bespoke client requirements and is easily integrated with existing and new car park equipment, helping our clients reduce the cost of cash collection and associated processing costs.



### Example

**APCOA Ireland offers ScanPay® across 220 locations with over 268,000 annual transactions. Customer feedback has been very positive as ScanPay® provides a quick and easy payment solution that doesn't require a ticket to be displayed on the car dashboard or the customer to set up an account. It also enables them to extend their parking session remotely.**

### Pre-Book

Pre-booking and contract parker platforms allow customers to purchase discounted parking at our car parks via the internet. These measures reduce the need for cash logistics and processing, delivering less travel and fuel/electricity consumption.

### Digital Customer Service

The integration of digital technologies into APCOA's customer service operations has significantly enhanced both customer convenience and environmental sustainability. By streamlining interactions and reducing reliance on physical infrastructure, we're delivering a smarter, faster, and more sustainable experience.

Webchats offer real-time, accessible support—allowing customers to get quick answers without waiting on hold or composing emails. Our agents can manage multiple chats simultaneously, improving efficiency

and reducing response times. With built-in pre-defined response options, we ensure consistent, accurate information is shared instantly.

Chatbots, powered by AI, handle routine queries around the clock. By guiding users through tailored conversation pathways based on common questions, they provide a responsive, personalized service—freeing up human agents to focus on more complex issues and improving overall service levels.

Agent-Assisted Payments, which are fully PCI compliant, enable secure and seamless transactions directly within the support conversation. Customers benefit from a single point of contact—from initial inquiry to completed payment—without being redirected to separate portals. This not only improves satisfaction but also enhances data security and ensures regulatory compliance.

Call Routing Systems intelligently direct incoming calls to the most appropriate agent based on skill, availability, or customer profile. This targeted approach helps reduce wait times and improves the likelihood of resolving issues on the first call.

Such innovations are helping APCOA deliver a modern customer service experience - efficient, secure, and designed to support a wide range of customer needs.

## Digital Technology

Work continues to remove the need for paper through the introduction of online solutions in recruitment, HR and payroll, communications (internal & external) and electronic tendering for new business. Many of our countries have moved or are moving to digital solutions and ensure that where paper continues to be used, it is recycled. APCOA Italy moved 100% of its intercom systems and servers to virtual solutions, avoiding the need for additional servers and reducing waste and consumption.

## Example

**Even relatively small actions can make a difference in terms of sustainability. When APCOA Sweden moved its headquarters to a larger location, it gave careful consideration to the environmental impact. To minimize emissions, 90% of the furniture it acquired for the new office was second-hand and the company also took measures to ensure that old furniture was reused. A simple but important demonstration of APCOA's sustainability ethos in action.**





## Carbon Offsetting

Climate protection projects are the basis for effective emission reductions and the neutralisation of unavoidable greenhouse gas emissions. We have worked with our partner First Climate to select the right projects which will offset our Scope 1 and 2 emissions whilst we focus on further carbon reduction initiatives. To date, APCOA has worked with the following projects:

### Project 1: Methane recovery from manure through biogas

Agricultural practices have been shaping the landscape and the way of life in the Dutch province of North Brabant for several centuries. Even today, the region remains predominately rural with limited heavy industry, and the agroswine industry continues to hold considerable importance. The high concentration of livestock in this province has already led to a situation where the soil's nitrogen absorption limit has been reached, preventing the complete disposal of manure on local fields. In the wintertime, livestock manure is stored in tanks for a period of six months or more before being utilized as fertilizer for farmlands.

The manure, when kept in pits, tanks or lagoons undergoes anaerobic fermentation and releases greenhouse gases (CH<sub>4</sub>, CO<sub>2</sub> and N<sub>2</sub>O) into the atmosphere.

This biogas project in Wilbertoord has implemented an anaerobic digestion setup

with a grid connected Combined Heat and Power plants (CHP) attached, using primarily pig and cattle manure for fermentation, as well as co-ferments such as food wastes from agricultural and industrial food production processes. The project avoids uncontrolled methane emissions from manure management and reduces greenhouse gas (GHG) emissions by replacing fossil fuels, using the renewable heat for producing organic pellet fertilizers.

### Project 2: Landfill Gas Extraction & Electricity Generation: A leading European landfill gas to electricity production project

Waste management is one of the most pressing environmental problems in newly industrialized countries. Turkey has seen dramatic urbanization over the last decade, but environmental sustainability services are struggling to keep up. For example, it is still common practice in Turkey today to dispose of unprocessed waste in landfills. Landfills emit large amounts of methane, which is 21 times more potent as a greenhouse gas as is carbon dioxide. Another issue is the production of a liquid in the landfills called leachate. This occurs as water seeps through the landfill and is contaminated with various chemicals within the waste. If the landfill is not properly lined, this liquid seeps into the ground and enters into local water resources, posing a significant health risk. Located in Istanbul Metropolitan Municipality, the project is based in two landfill sites and involves the construction and operation of landfill gas extraction and utilization systems.



The Kömürcüoda Landfill Area is located on the Asian side of the city and contains more than 30 million tons of municipal solid waste (MSW). The landfill is situated on 44 hectares and disposing of approximately 6,000 tons of MSW daily.

Whereas, the Odayeri Landfill Area is located on the European side of the city and contains more than 55 million tons of MSW. The landfill is situated on 90 hectares and disposes of 13,000 tons of MSW daily. The two sites collectively dispose 19,000 tons of municipal solid waste every day. The installed capacity of the generators are 33.807MW and 16.980MW. Together, the two sites deliver, on average, 417GWh of electricity to the local grid every year.

**First Climate**

## Reporting/Compliance

### Work plan

APCOA has defined its environmental targets and created an emission reduction pathway to ensure climate protection commitments are met and progress is transparently reported.

### EU Taxonomy

The EU taxonomy for sustainable activities is a classification system which defines criteria for economic activities that are aligned with a transition to a low-carbon economy and with other environmental goals in the context of the European Green Deal. The aim of the taxonomy is to prevent greenwashing and to help investors make informed sustainable investment decisions. The focus is around six environmental objectives:



### CSRD

The Corporate Sustainability Reporting Directive (CSRD) requires APCOA in 2028 to report on sustainability matters that are relevant for our corporate activities and requires the audit (assurance) of reported information.

We have undertaken in 2024 our double materiality assessment (DMA) which includes the involvement of our investors, clients and employees at all levels in the organisation. The DMA considered both the impact of our business on the environment and society, and the impact of these factors on our business. We have also assessed our full business and shortlisted 37 Impacts, Risks, and Opportunities (IROs).



We now await the conclusion of the European Commission's Omnibus Simplification Package which aims to introduce amendments and clarifications to key sustainability regulations to streamline requirements and reduce administrative burdens before we can progress to the next stage.

### SBTi – Science Based Targets

A new more stringent accounting of assets for Scope 1, 2 and 3 was introduced in 2024 to align more closely with SBTi and CSRD requirements, alongside the mapping of minor exclusions and the alignment of the footprint boundaries with the minimum boundaries of the Greenhouse Gas Protocol, as per SBTi guidance. This has allowed APCOA to not only undertake a like for like comparison of 2023 versus 2024 using the Green House Gas Protocol but also now prepare for SBTi and CSRD using 2024 baseline figures on a go forward basis.

During 2025 we will review the 2024 baseline and make a decision on whether to formally commit to SBTi.



# 6. Social





# Our Main Focus Areas

**At APCOA, business ethics and integrity are not just principles—they are foundations for our long-term success and the sustainability of our operations. We recognize that every decision we make has a ripple effect, influencing not only our customers and colleagues but also their families, the environment, and the communities in which we operate.**

**“Our social framework ensures consistency in our values and priorities across the APCOA Group.”**



That's why we take our responsibility seriously, embedding ethical conduct and social responsibility into the heart of our business. To guide our efforts, we have implemented a Group-wide social framework that provides a clear and structured approach across our 12-country footprint. While the framework

## Example

The National TOMs framework is recognized by the UK Government as the standard for reporting on social value – Themes, Outcomes and Measures. These include supporting young people into work, opportunities for disadvantaged people, improving colleague health and ethical procurement.

During the re-tendering process for the London Borough of Southwark, APCOA made a £5m commitment to Social Value, focusing on:

- **Jobs – Local people for local jobs**
- **Growth – Local suppliers to support the local economy where possible**
- **Environment – Carbon neutral operations, and an all-electric fleet**
- **Social – Supporting local communities and tackling homelessness**

Progress towards the commitments is subject to independent due diligence from the Social

ensures consistency in our values and priorities, it also allows each country the flexibility to tailor its implementation to local needs and regulations.

This framework is anchored in the principles of the United Nations Global Compact, which we formally joined in December 2021. Our commitment to these global standards reflects APCOA's dedication to upholding human rights, promoting fair labour practices, protecting the environment, and fostering transparency and accountability. Together, these values help us

Value Portal; this audit reviews all evidence gathered to support APCOA's quarterly submissions.

## Achievements:

- **The most significant commitment to increase the number of local people employed on the contract is over 2/3 complete at the end of 2024**
- **More than 51,000 fuel miles were avoided in the last quarter of 2024 through the switch to a fully electric fleet**
- **We have delivered over £132,000 of social value through the recruitment of long-term unemployed people by working closely with Southwark Works (a local employment service)**
- **Donations of over £20,000 to local Food Bank**
- **By the end of 2024 over £3.25 million social value contribution has been realised and the team is fully committed to further increases during 2025**

create lasting, positive impact—within our business and far beyond it.

## Within the Social framework we have the following six pillars:

1. Human Rights
2. Modern Slavery
3. Health & Safety
4. Diversity & Inclusion
5. Colleague Development
6. Supporting our Local Communities



# 1. Human Rights

**APCOA respects and adheres to all principles of international human rights and protects these rights for our own employees in their professional and personal lives.**

We place honesty and integrity at the core of our culture and promote the right to life and liberty. We believe that diversity and inclusion are key to our success and enrich us. Therefore, we encourage freedom of speech and expression for every employee - creating an environment where colleagues can express their professional views and opinions and their personal diversity without fear or consequence.

## Example

**APCOA Sweden has a project with Stena Property to provide employment opportunities to vulnerable segments of the population, primarily young and female immigrants who may face challenges in finding work.**



# 2. Modern Slavery

**At APCOA, we are committed to eliminating modern slavery and human trafficking in our supply chains or any area of our business. This commitment is firmly embedded in our Code of Conduct and reflects our broader dedication to ethical and responsible business practices.**

We strictly oppose and actively work against any form of exploitation—including the recruitment, transfer, harboring, or receipt of individuals through force, coercion, or deception for the purpose of exploitation. We categorically

dissociate ourselves from any actions or entities that violate these fundamental human rights.

This responsibility extends beyond our internal operations. The entire APCOA Group holds our business partners, suppliers, and clients to the same high standards. All new partnerships are subject to rigorous checks for compliance with our ethical requirements.

To ensure consistency across our markets, we launched a Group-wide Supplier Management Policy in 2022. This policy provides a clear framework for evaluating and managing suppliers, helping us safeguard human rights and promote fair, transparent practices throughout our value chain.

### 3. Health & Safety

#### - Launch of “Safety First - Making Safety Personal”

##### **APCOA has three primary areas of focus from a Health & Safety (H&S) perspective:**

With 5,000 employees - many of whom work on and off street mainly in the enforcement and/or security environment or within large operational facilities - ensuring the safety of our colleagues at all times is a priority. Our approach emphasizes how we can improve the working conditions for our employees through best practice and common-sense policy implementation.

With a fleet of over 1,350 vehicles, we need to ensure road safety is at the forefront of everything we do.



##### **Example**

**Following feedback from colleagues, APCOA Sweden raised the wellness allowance provided to employees by more than 100% to promote employee health and well-being. This demonstrates our commitment to fostering a supportive and healthy work environment. The substantial increase was a strategic move to enhance employee morale, reduce healthcare costs, and boost productivity. By investing in our employees' wellness, APCOA Sweden aims to create a positive company culture, attract and retain top talent, and**

**ultimately improve overall job satisfaction and performance.**

**We have received good feedback from our colleagues regarding this change in policy, and we are pleased to see the positive impact it has had on their well-being and morale. The results of this initiative will be further analysed, with respect to its effects on overall employee health, productivity, and job satisfaction. We remain committed to continuously improving our workplace environment and supporting our team's wellness.**

With a large number of visitors to our sites, combined with the frequent transition of customers from vehicle to on-foot travel, their safety is critically important to our business.

In late 2024 we launched our H&S Policy across the Group and our employee level Safety Promise. This rollout will continue in Q1 2025. We have also started a group-wide H&S programme led by our Group ESG Director Kim Challis and Chief Human Resources Officer Mike Clarke, which focuses on four specific goals including:

1. Creating a Safe Place to Work
2. Safe Work Practices
3. Safe Team
4. Safe Decisions

In 2025 we will identify Safety Champions in each country and every one of the management team will undertake the IOSH Managing Safety course, which is a widely recognized health and safety

qualification for managers and supervisors. It is designed to improve workplace safety culture and boost productivity, providing a foundation in identifying, assessing, and controlling workplace risks.

##### **Example**

**Simple changes can make a difference to our colleagues too. APCOA Netherlands has installed electric sit-stand desks in its Control Room which is manned 24/7. It has been suggested that the use of these desks reduces sitting time and has a positive effect on health and productivity at work. APCOA's colleagues have reported how much they appreciate this change and see it as a real improvement to their workplace environment.**



This builds upon the work we commenced in 2022 where we implemented an incident management system across all countries, ensuring all Priority 1 incidents are reported to the Group immediately with detailed information on the incident, actions being taken, and lessons learnt. Priority 1 incidents could impact brand/reputation and are followed up by Group Audit during their country reviews.

Since 2023 we have measured our Lost Time Injury Frequency Rate (the number of lost time injuries occurring in a workplace per 1 million hours worked) across our Group. This enables us to focus on key initiatives which will improve the safety of our workforce, customers and supply chain partners across the wide range of sectors in which we operate. In 2024 our LTIFR was 7.7.

## 4. Equity, Diversity & Inclusion (ED&I)

**At APCOA, our people are at the heart of everything we do. We take great pride in fostering a workplace that embraces individuals from a wide variety of backgrounds, experiences, and perspectives. Regardless of age, race, gender, or sexuality, our message is clear:**

**“APCOA welcomes you.”**

Promoting diversity and equity isn't just the right thing to do - it's also essential to navigating the changing world of work. As technology advances and workforce demographics evolve, creating an inclusive environment helps us meet the growing demand for talent across all sectors.

As of the end of 2024, APCOA employed 5,307 colleagues. We actively monitor workforce diversity and strive to ensure that each of our sites reflects the local communities we serve. Based on voluntarily shared data, our team represents over 66 nationalities, a testament to the multicultural fabric of our organization.

Our Equity, Diversity & Inclusion (ED&I) strategy is focused on strengthening representation across five key target groups. Through this, we're continuously improving how we attract, recruit, develop, and retain talent—ensuring everyone has the opportunity to thrive at APCOA.



### Example

**At APCOA we take seriously the social responsibility that comes with being a large employer and company. APCOA Denmark was approached by AspIT which had recognised that young people with autism might need additional support to complete an educational program. AspIT runs a three-year program, focusing on IT, with specializations in technic, visualization, programming and quality-control. In their final year, students are enrolled in internships in companies, where they are given the opportunity to learn and gain specific experience, which strengthens their opportunity to be employed after their graduation.**

**In APCOA Denmark we actively support this program and we strive to have at least two interns on board each year as a part of**

**our claims department at our head-office in Vejle. The interns from have become valued members of our ANPR-team, where they show their dedication to accuracy and data-processing. They are assigned to the quality-control-group, where they perform data-checks at a high volume. So far, one of the interns from AspIT has been employed by APCOA for a flexi-job after an internship and others have qualified for employment with other companies.**

**Being an employee of APCOA also means being a part of an inclusive working environment, which we are proud of and that we value. The recognition of special competences and the ability to apply them in the organization builds a strong collective. Our colleagues appreciate that by making just modest additional effort, both education and employment is fully possible for young people with autism.**



### Advancing Women in Parking

Traditionally, the parking industry has faced significant gender imbalance, with men occupying the majority of roles—particularly at senior and operational levels. At APCOA, we recognise this challenge and are actively working to close the gap.

**“We’re committed to continuing this journey, ensuring that women have the support, opportunity, and visibility they deserve at every level of APCOA.”**

APCOA Denmark, Germany, Italy, and the UK have launched targeted ED&I programmes aimed at attracting and supporting more women into roles across our organisation. These initiatives are designed not only to improve gender representation but also to

create inclusive career pathways for women in an industry where they have historically been underrepresented. By offering more adaptable work arrangements, we are making our business more accessible and attractive to women—especially those balancing professional growth with caregiving responsibilities.

### Developing Young Talent (< 25 years)

This group represents a new era of talent—an army of creative, tech-savvy optimists who are redefining the workplace as we know it. At APCOA, we recognize the immense value that young professionals bring to our business, from fresh perspectives to digital fluency and a strong sense of purpose.

We’re proud to share that 10% of our entire workforce is made up of Young Talent, contributing across all functions and geographies within the Group. These individuals are not just the future—they are already shaping how we innovate, operate, and grow.

By fostering an environment that encourages learning, experimentation, and inclusion, we’re committed to helping this generation thrive and lead the way forward.

### Retaining Mature Personnel > 55 years

As people live longer and delay retirement—often due to rising living costs and a continued need for income—it’s more important than ever to embrace the skills and strengths of older workers. At APCOA, we recognise the immense value that mature personnel bring to our organisation. Their wealth of professional and life experience, reliability, and ability to mentor younger colleagues make them vital contributors to a well-rounded, high-performing team.

We’re proud that almost 18% of our entire workforce is represented by Mature Personnel, actively contributing across all functions within the Group.

### Assisting Long Term Unemployed

At APCOA, we believe in creating opportunities for everyone—especially those who have faced extended periods away from the workforce. We are actively working to recruit individuals from the long-term unemployed talent pool, recognizing the potential they bring when given the right support.

To help facilitate a successful return to work, we are committed to providing the flexibility, understanding, and supportive working practices needed to help individuals rebuild confidence, adapt to workplace routines, and thrive in their roles.

This approach not only opens doors for those who need them most, but also contributes to stronger, more diverse teams across our business.





## Example

APCOA Germany and Italy both use an employee app called MyAPCOA to connect with their entire workforce, including deskless workers and those with office workplaces. Available on private smartphones and on company devices, functions such as chat, newsfeed, shift planning, timesheets and much more have merged into a digital workspace for more effective communication. It has shown to help build greater identification with the company, higher employee engagement and satisfaction. This is supported in many places by regular work and social events to enhance team building and a sense of togetherness.

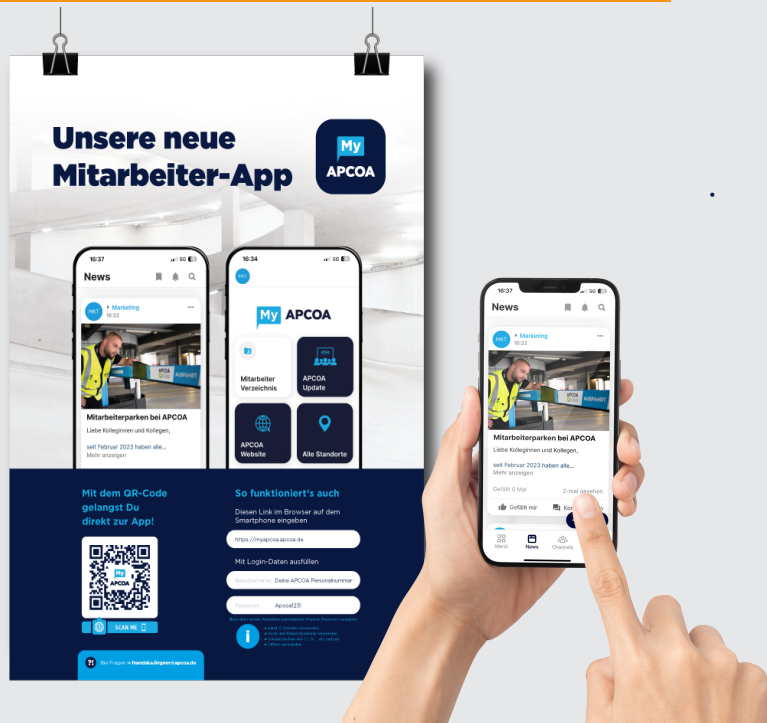
## APCOA's Approach

Through our structured approach to ED&I, we will drive and deliver the following key benefits:

- **More Effective Teams:** Most people work best in an environment which makes them feel included and valued and where they can “bring their whole self” to work.
- **Increasing Trust from Colleagues and Clients:** A commitment to ED&I is now expected by clients and employees, especially by younger generations. To recruit and retain top talent, we must drive diversity at all levels.
- **Innovation:** Diverse teams tackle challenges in new ways. Great ideas come from disrupting the status quo, from challenging each other using “whole brain” thinking and from having a workforce which reflects the clients and communities you serve.
- **Bridging Skills Gaps:** The current war for talent will only worsen in the future if we continue to leave a large proportion of the available talent pool on the side-lines. The parking industry is undergoing transformational reform with urban mobility, smart cities, automated vehicles, electric vehicle charging and power infrastructure challenges, and sustainability targets, to name a few, and therefore the need for a changing skills profile is vital.



- **Increasing Profitability:** Companies in the top quartile for gender diversity in executive teams are 21% more likely to outperform on profitability and value creation. Companies in the top quartile for ethnic/cultural diversity on executive teams are 33% more likely to have industry leading profitability. We have been developing detailed plans and targets for each of these groups supported by clear measurement to track success.
- **Employee Recognition:** We enjoy being able to celebrate the important work that our colleagues do. By doing so, we know we will bring out the very best in our people, which in turn gives our customers, clients, and our business a world-class service. All countries provide colleagues with an Employee of the Month recognition scheme.



- **Equity and Inclusion:** APCOA is committed to creating a work environment in which all are treated fairly and with respect, have equal access to opportunities and resources, and can contribute fully to the success of the organization. Our Code of Conduct ensures colleagues understand the high standards of behavior expected by everyone in the workplace.

All colleagues within APCOA are employed and paid in accordance with the applicable laws and receive at least the (industry) minimum wage prescribed in the respective country. Furthermore, we are an equal opportunity employer and therefore guarantee equal pay and do not differentiate by gender.

We also stand for fair regulations for long-term absences such as illness or parental leave or for new colleagues coming out of long-term unemployment.

## Example

**APCOA Austria developed a platform to enable colleagues to contribute their ideas to benefit the organisation. We launched a programme called APCOA Next! Ideas are reviewed by the management team every three months and the top three are awarded with a cash bonus. So far, awards have covered cost reductions and customer service improvements. Colleagues have reported feeling more aware of their personal influence in the company.**

## Example

**Organizing the workday in a rigid manner can make it difficult for employees to manage unexpected events or personal needs. At APCOA Italy, we decided to offer greater flexibility around working hours, which would promote a better work-life balance and improve well-being and productivity.**

**We introduced flexible working hours for starting and finishing the workday, enabling employees to better organize their schedules:**

- **Employees can start or end their workday earlier or later, adapting to unforeseen events or personal commitments**

**The initiative was implemented through clear communication and ongoing monitoring to ensure a balance between individual and business needs**

**Introducing flexible working hours received positive feedback from employees, saying it contributed to improved work-life balance by reducing stress associated with rigid schedules**

**The initiative strengthened the relationship of trust between the company and our employees, enhancing productivity and motivation and creating a more relaxed and collaborative workplace environment. Being able to position APCOA Italy as a flexible employer who is attentive to personal need has also improved our ability to attract and retain talent.**

In 2018 we introduced our anonymous whistleblowing hotline provided by "SafeCall" which allows any employee to report concerns which they feel they cannot raise via their line manager. This is independently monitored by the Group Audit department.





## 5. Colleague Development

**We attach great importance to creating opportunities for professional and personal development through a number of approaches including:**

### E-Campus

Our Group-wide e-learning tool, which is used by all countries for colleague development, provides more than 300 training courses, including topics like Environmental Management. It also generates savings in travel and print costs.

### Leadership Updates

The Group C-Suite provides the leadership teams of each country quarterly live progress updates on all activities within the group covering strategy, financials, sustainability, service excellence and sales.

### Example

**In APCOA Austria, we wanted to implement a common understanding of leadership throughout 2nd and 3rd line management. We organized a company-wide leadership programme for management and a number of others identified with potential. Two of three workshops were conducted in 2024. Feedback from participants has been very good, reporting better communication between the attendees and an improved understanding of leadership principles.**



## 6. Supporting our Local Communities

**At APCOA we believe parking doesn't just have to be a transaction: as a company we are fully committed to making a positive difference to the lives of local people.**

As part of our investment into the local communities we work in, we encourage charitable fundraising by colleagues across the countries. Whether providing financial contributions to charities or supporting community events, we strive to support sustainable giving and community focused support.

There are many, many examples of such activity across the Group, and here are just a few:

APCOA UK made a significant donation to London Thunder, an affiliated basketball club based in the London Borough of Lewisham. The club engages thousands of young people in basketball each year, developing basketball players and providing vocational courses for members and the wider community that lead to life skills and qualifications. Located in an area of financial deprivation, the club also runs successful programmes in the local community and primary schools.



Colleagues in APCOA Poland have taken part in, and helped organize, the Great Orchestra of Christmas Charity (GOCC). The GOCC, founded in 1993, is Poland's largest non-governmental, non-profit charity organization, raising funds primarily for pediatric and elderly care. APCOA helped the GOCC volunteers and provided them with free parking spaces for the event.





More than every other day, a child in Denmark is diagnosed with cancer and one of seven children that are given the diagnosis die from the disease. Those who survive are often struggling with side-effects from the disease or the treatment. Research is costly and needed for improved treatment – in APCOA Denmark we support this cause!

In 2024 the company joined the annual national “football-shirt-day”, where employees with a growing number of businesses, wear a football-shirt to attract attention towards the cause and raise money. Even though the football-shirts are different, there is a uniformity across the organization as we all come together for a good cause.

Donations are of course personal and undisclosed, so the financial outcome is unknown - but we know we will get back

into the shirt again next year. Such activities are a demonstration of our organizational culture, showing we consider others and do good where we can. We all came together for a 45 minute session, where this initiative was explained, alongside other activities driven by APCOA in the efforts to improve social sustainability.

APCOA Germany launched a programme called ‘Club Challenge’ to call for clubs to apply for jersey sponsorship. Communicating via social media, the EST committee reviewed all applications and in July awarded sponsorship of Euro 1,000 to eight clubs.

In Ireland, APCOA has been pleased to support the marvellous work done by the children’s hospice, LauraLynn, which provides specialist palliative and supportive care services to meet the needs of children who face life limiting conditions and their families.

APCOA Norway supported Kirkens Bymisjon with their work before Christmas, helping them get their message out: “Make a person who doesn’t look forward to Christmas happy”. We use our parking areas as a ‘marketing channel’ with their material to communicate to parking customers.

We first supported Kirkens Bymisjon in 2023 in the Oslo area, but in 2024 we were able to help with a broader campaign to get their message out all over the country via all our regional offices too.

Kirkens Bymisjon is an open and inclusive non-profit organization. They work to ensure that all people experience respect, justice and care. In APCOA Norway, we see this as a way we can contribute back to society and be an active player in creating a better world for everyone.





A close-up photograph of two hands shaking in a firm grip. The hand on the left is wearing a grey and white striped shirt, while the hand on the right is wearing a dark blue suit jacket over a white shirt. The background is a blurred cityscape with buildings and lights.

# 7. Governance



# Our Approach

**At APCOA, we take a proactive approach to achieving and maintaining strong, well-structured corporate governance. For us, governance goes beyond simply meeting legal obligations or adhering to Group-wide policies—it reflects a deep-rooted commitment to ethical and responsible conduct.**

We are guided by the principles of good governance, which serve as the foundation for transparent decision-making, accountability, and long-term business sustainability. This means ensuring that our actions align not only with regulatory expectations but also with the trust placed in us by our stakeholders.

To ensure consistency and accountability across our international operations, APCOA has established a structured compliance framework that spans all countries in which we operate. By maintaining a harmonized approach to compliance, we can respond effectively to regional regulatory requirements while upholding the same high standards of integrity and governance throughout the Group. This structure also enables us to proactively identify and address risks, ensuring a resilient and responsible business wherever we operate.

## Advisory Board

The Advisory Board, which is elected by the stockholders, is the ultimate decision-making body of the APCOA Group except with respect to those matters reserved to the stockholders. It selects the senior management team, which is charged with the conduct of the Group's business. Having selected the senior management team, the Board acts as an advisor and counselor to senior management and ultimately monitors its performance.

In fulfilling that responsibility, the directors may reasonably rely on the honesty and integrity of the Company's senior management and expert legal, accounting, financial and other advisors.

**“The Advisory Board meets four times throughout the calendar year to consider important corporate events and actions.”**

## The Board has also established three Board Committees:

- Audit Committee
- HR Committee
- Investment Committee

The Advisory Board is the approving body for the company's key decisions such as operating plan, annual budgets, financial statements, material new business contracts, acquisitions, etc.

## ESG Steering Committee

The ESG Steering Committee supports our ongoing commitment to environmental, corporate social responsibility, health and safety, governance, and other relevant public policy matters. The committee regularly reports to the Advisory Board and in 2024 included the following executives:



**Chief Executive Officer**  
Nicola Veratelli



**Group ESG Director**  
Kim Challis



**Chair of ESG Committee**  
Ricardo Mateiro



**Chief Operations Officer**  
Maximilian Winterling



**Chief Financial Officer**  
Julián De Unamuno



**The committee meets four times throughout the calendar year and assists the executive leadership team to:**

- Set general strategy relating to environmental, social and governance matters
- Develop, implement, and monitor initiatives and policies based on that strategy
- Oversee communications with employees, investors, and stakeholders with respect to ESG matters
- Monitor and assess developments relating to, and improving the Company's understanding of ESG matters
- Ensure efficient and timely disclosure of ESG matters to internal and external stakeholders

## EU Legislation

The Corporate Sustainability Reporting Directive (CSRD) is the EU's new directive requiring large and listed companies to disclose how they monitor and manage a wide range of ESG issues and their impact on the environment. To comply, companies must report sustainability data in line with the European Sustainability Reporting Standards (ESRS), disclose EU Taxonomy alignment, and conduct a double materiality assessment—evaluating both financial and impact materiality across operations and the value chain.

APCOA falls within the scope of CSRD and has begun identifying relevant Impact, Risks, and Opportunities (IROs) as well as activities

under the EU Taxonomy. However, the recently released CSRD Omnibus proposal suggests a two-year delay in reporting requirements for eligible companies, pending confirmation by the EU Parliament. In response, APCOA has temporarily paused CSRD reporting and will resume once the revised timeline is finalised.

## Risk Management

Risk management is a key part of APCOA's governance structure, helping guide strategic decisions and everyday operations. Each business unit manages risks relevant to its area, while Group-wide risks are regularly reviewed and updated to stay ahead of emerging challenges.

We use a standardized, policy-led framework across all countries to ensure consistent evaluation and response. The Group Audit department oversees this process and reports directly to the Audit Committee. The Executive Board and business unit leaders are responsible for implementing measures to address identified risks. This structured, proactive approach strengthens our resilience and supports long-term success.

## Code of Conduct

The Advisory Board has also adopted the APCOA Code of Conduct, including an anti-fraud policy that applies to all executives, including members of the management board and Advisory Board, and all employees of the APCOA Group. As a company being active in many different markets and jurisdictions in Europe, we are fully committed to complying with the laws and regulations in all the jurisdictions, including the German Criminal Code, the UK Bribery Act, and similar laws in other countries including local laws as they apply to APCOA's business.

**The Code of Conduct covers various topics including:**

- Conflicts of interest
- Donations and sponsorship
- Anti-money-laundering
- Rejection of child and forced labour
- Equality and prohibition of discrimination
- Observance of antitrust and competition rules



## Whistleblower Hotline

A whistleblower hotline, managed by an independent third-party provider, is available to all employees and partners across APCOA. They can anonymously report any known or suspected breaches either through a local phone number, web, or e-mail.

## Annual Compliance Training

All APCOA managers and supervisors undertake annual compliance training focused

on understanding of the principles of the APCOA Code of Conduct and Corporate Anti-Fraud Policy. The training includes IT security training and unconscious bias training. It is mandatory for all managers and supervisors of the APCOA Group and is conducted via our internal e-learning platform.

**“We believe that clear structures and processes for decision making, accountability, control and behaviour for all levels of our organisation are the foundation for sustainable success.”**

### Working with our Suppliers

Our contracts vary in nature and complexity and require us to engage and manage a large number of suppliers, including small and medium enterprises as well as local companies.



**“Within our supply chain we advertise opportunities to local businesses and procure locally where this is mutually advantageous.”**

To encourage this, whilst maintaining fair competition, we apply a significant weighting to the ‘provision of local support’ in procurement decisions.

We are committed to ensuring our supplier selection strategy and processes are transparent, objective and non-discriminatory, and that they provide fair and equal opportunities for all organizations including Small and Medium Enterprises (SMEs), Black Asian and Minority Ethnic (BAME), and organizations owned by under-represented groups. We support our suppliers by upholding the payment terms and ensuring the prompt settlement of invoices.

APCOA has adopted the Supplier Code of Conduct. This Code is intended for all those

involved in APCOA's supply chain, including agencies, public bodies, and subcontractors and contains the key principles that apply to APCOA in the areas of Corruption and Competition, Human Rights, Health and Safety, Social Responsibility, and Data Privacy and Security. This Code also enables our suppliers to anonymously report any known or suspected breaches.

### Transparency Act

**The Transparency Act in Norway focuses on business transparency, basic human rights and decent working conditions. All companies in Norway are required to make an official statement on their website to explain how they work and how they act towards suppliers.**



## Certifications

**APCOA has achieved a series of certifications further demonstrating our commitment to ESG. These include:**

- ISO 9001:2015
- ISO 14001
- ISO 45001
- Cyber Essentials



Most of our countries hold the ISO 9001:2015 (Quality Management Systems). ISO 14001 (Environmental Management Systems) certifications are held by APCOA UK, Italy, Sweden, Norway, Ireland and Netherlands.

Three countries (Ireland, Italy and UK) hold ISO 45001 (Occupational Health & Safety Management) certification, four countries (UK, Sweden, Ireland and Italy) are ISO 27001 (Information Security Management) certified, and two countries have now achieved Cyber Essentials Plus (UK and Ireland).

APCOA Italy holds the Legality Rating Certification. The Legality Rating is an instrument developed by the Italian Competition and Market Authority in agreement with the Interior and Justice Ministries, which recognizes companies that operate in accordance with principles of legality, transparency, ethical conduct and social responsibility.



RATING DI LEGALITÀ



APCOA has made a group-wide company commitment to EV 100 - the global initiative bringing together companies committed to switching their owned and contracted fleets to electric vehicles and installing charging infrastructure for employees and customers by 2030.



Following significant activity during 2024 to prepare for assessment, APCOA UK has been awarded the Bronze Badge by EcoVadis, a leading global provider of sustainability ratings. EcoVadis assesses companies based on their performance

in key areas such as Environment, Labour & Human Rights, Ethics, and Sustainable Procurement. This recognition reflects APCOA's commitment to responsible business practices and our ongoing efforts to integrate sustainability into our operations. A number of other APCOA businesses have begun working towards accreditation.



# 8. Country Spotlights



# Spotlight on Germany

**APCOA's ESG strategy is set at Group level, with businesses across 12 countries aligning their local activity in support of it. With mobility and transport at the heart of our activity, we put sustainability and responsibility at the forefront of our actions. In this 'Spotlight on Germany', we showcase our commitment and dedication to reaching our Group goals at local level - while maintaining our focus on meaningful action for people, planet and the business.**

It is not always just the one big initiative that makes the difference, and which can foster or effect change. But the sum of all activities, small to big, that accumulate to make the difference. To allow our business to constantly

evolve, we foster ideas from our employees, we encompass the potential from the latest technologies and constantly strive to improve at all levels of the organization.

In 2024, while continuing to grow the business, APCOA Germany has reduced its total Carbon footprint by 43% to 7,071.49 tCO<sub>2</sub>e versus our baseline year 2021 and by 28% versus 2023. This reduction was achieved with many environmental actions contributing to the improved footprint we leave for the next generations. To name just a few, the conscious usage of electricity, the focus on optimized and higher utilization of existing parking spaces through new use cases or the increase of digitally and technically supported offers and services for our customers.

Our responsibility for our employees, the communities that we operate in, our customers and partners, is one of the highest values for our organization. In that spirit we also put in place the APCOA Germany ESG committee in 2023 which, in interaction with our employee base, finds local and national social initiatives and follows them through from idea to execution.

Health, safety and the welfare of our employees as well as customers using the parking facilities we operate, remain a key focus for management and at all levels of our operation. We focus strongly on governance, training and enabling our organization. The employee length of stay with the company remains stable at 7 years, which reflects the attractiveness of APCOA as a workplace for both our long-term employees

and young talent. New joiners receive in-depth onboarding training both on their operational responsibility as well as all aspects of governance, company values and the importance of ESG in everything that we do.

We remain committed to improving and enhancing our operations for people and the planet and will continue to transform the business in line with our Group and business goals.



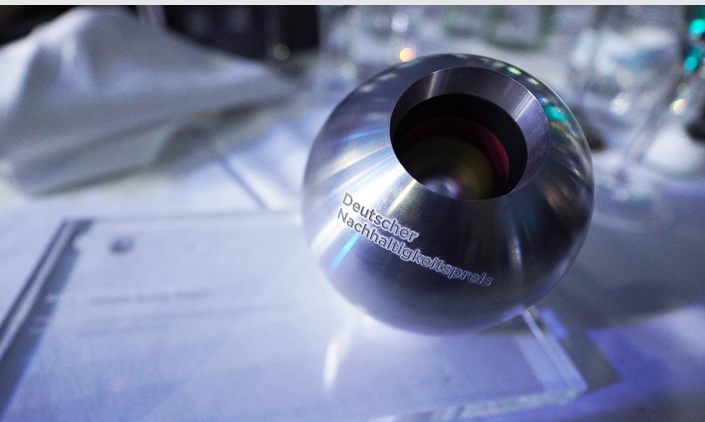
**Katrin Teichert**  
Regional Director DACH & Managing Director  
APCOA Germany

# Environmental

**In 2024 we bought 100% green electricity, which we have done since 2018. We continue driving our initiatives to reduce consumption of energy and using technology and creative ideas to 'use better' and reduce waste.**

## Winner of the German Sustainability Award 2024

This year APCOA was honored with the German Sustainability Award 2024 in the Transport Infrastructure category for its innovative Urban Hubs concept. This initiative transforms parking facilities into multifunctional hubs that integrate mobility services, logistics solutions, and electric vehicle charging stations, contributing to more sustainable urban environments.



With this approach we not only optimize the use of existing urban spaces but also support the transition to sustainable mobility and reduced emissions in cities. The award underscores our commitment to integrating sustainability into our core business and its role in shaping the future of urban mobility.

## Smart Light

We maintain our drive to improve energy efficiency and environmental performance through the implementation of innovative technologies. One part of this ongoing effort is the expansion of smart lighting systems, which enhance both sustainability and safety across our parking facilities. The system relies on dimmable LED tubes and motion sensor technology to adjust lighting levels based on activity. This resource-efficient and climate-conscious solution ensures that energy is used only when and where it is truly needed.

## Smart Ideas in Operations

One great example of operational creativity is the use of electric cargo bikes for facility cleaning operations. Within cities, it is an idea of our cleaning teams to travel between parking facilities using these emission-free, low-noise e-cargo bikes, fully equipped with all necessary cleaning supplies. This smart and sustainable mobility solution not only reduces carbon emissions and noise pollution but also improves flexibility and efficiency in daily operations. It represents another step toward eco-friendly facility management, demonstrating how even small operational changes can contribute to broader environmental goals.





## APCOA Tesla cooperation - Supercharger Opening

APCOA, in collaboration with Tesla and the owners of the sites that we operate, has enabled a total of 20 state-of-the-art V4 Supercharger stations in the underground parking garages of the Alexa shopping center in Berlin and the München Riem Arcaden shopping center in Munich — supporting the transition to sustainable urban mobility. These high-performance DC charging stations deliver up to 250 kW of power, enabling efficient charging during short shopping visits and helping reduce range anxiety for EV drivers.

With longer charging cables and a vehicle-agnostic design, the V4 Superchargers make it easier for drivers of various electric vehicle models — including non-Tesla brands — to access clean, convenient energy. This initiative reflects APCOA's commitment to reducing transport-related emissions, promoting e-mobility, and supporting the development of environmentally responsible infrastructure across Europe.

## Cooperation with Stuttgart City Services – AC Charging

Through a forward-looking partnership between APCOA and Stuttgart's municipal utility provider (Stadtwerke Stuttgart), supported by state funding from Baden-Württemberg, significant progress has been made in advancing sustainable urban mobility for the city. This collaboration not only enabled the installation of cutting-edge EV charging infrastructure of 55 AC and 8 DC chargers now

operational at the site of Königsbau -with another 104 AC chargers in two further sites planned - but also plays a key role in rethinking urban space. Thanks to this initiative, 150 former street-level parking spaces across Stuttgart are being transformed into green areas, public transport corridors, or other environmentally beneficial uses. By shifting vehicle charging into APCOA's well-

located parking facilities, valuable urban space is freed up for more sustainable purposes, contributing directly to the city's climate and livability goals.

Complementing this public-private initiative, we are continuing to advance our own efforts to expand EV infrastructure throughout the country.



# Social

**At the core of our ESG strategy is the commitment to our employees' well-being, safety and long-term development.**

Our workforce 2024 grew by 4.5% year over year to a 938 headcount on Dec 31st. The number of nationalities working for APCOA Germany remains at an impressive number of 45. Both the employees with great work experience above the age of 60 (ca. 28% of the population), as well as young talent aged 25 and below (ca. 5% of the population), have their firm place in the organization.

## Unser ESG-Komitee: Nachhaltig. Sozial. Gemeinsam.



Employee health and safety are a priority in our business. LTIFR (Lost Time Injury Frequency Rate) reduced by a double-digit percentage to 8.96 in 2024. The absence rate decreased slightly, and our employee retention rate improved by 2,3 percentage points versus 2023 - demonstrating our ongoing efforts to foster a supportive and engaging work environment.

Every year we invite new apprentices to enter the APCOA apprenticeship program at our head offices in Stuttgart. In 2024 we were very happy to see those who started in 2022 take their exams and subsequently join us in a permanent position. We also offer to employees' children the opportunity for work experience. In 2024 we welcomed nine school students between the ages of 12-17 years and gave them the opportunity to get an overview of the typical headquarter tasks of a German business for a period of one to two weeks each.

### ESG Committee

At APCOA, we are committed to acting responsibly and with foresight — environmentally, socially, and through strong governance. One aspect to our social commitment is our APCOA Germany ESG Committee which was formed in 2023.

The Committee plays a key role in driving sustainable and socially impactful initiatives across the country. We invite employees to propose volunteer-driven social campaigns, demonstrating our ongoing dedication to giving back to the communities we operate in. The Committee helps these campaigns from the stage of idea creation through to execution.

## SCHRITT FÜR SCHRITT FÜR EINEN GUTEN ZWECK.



### Step by Step Challenge

In the second consecutive year we have asked employees to walk, jog and run on the last and the first day of a year and send us their performance tracked by their mobile phones or smart watches. This initiative is meant to remind us of remaining active during the holidays and in addition to collect steps for a good cause, which the company then transfers into a Euro amount and donates to a social organization that supports people in need (for 2024 the chosen organization is 'die Tafel e.V.').



## APCOA Art competition

In 2024, APCOA Germany launched a children's art competition under the theme "Parking Garage of the Future," inviting children up to the age of 12 years to creatively explore ideas around sustainable urban mobility. The initiative aimed to foster creativity, raise awareness of eco-friendly transport solutions, and engage the next generation in reimagining future infrastructure.

With prizes including shopping vouchers and a feature in APCOA's own coloring book, the competition highlighted APCOA's commitment to social responsibility and community engagement, particularly in inspiring young minds to think about sustainability from an early age. Our coloring book is handed out at customer events, fairs and exhibitions. It is a well-appreciated giveaway and inspires people to think about the parking space of the future!



## APCOA Malwettbewerb

 Laufzeitverlängerung:  
Noch bis zum  
**30.06.2024**

**Smyths Toys  
Gutscheine**

1x 500 €  
5x 50 €  
5x 20 €





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# Governance

## Compliance

At APCOA Group, we are committed to maintaining the highest standards of corporate governance. One example for this is our APCOA Germany onboarding process where all new employees undergo a comprehensive portfolio of training programs that are designed to support both their professional development and the company's values. This includes mandatory compliance training, ensuring that every new joiner is fully equipped with the knowledge of our internal policies, legal regulations, and ethical guidelines.

In addition to compliance, all employees participate in specialized training sessions that enhance their skills in areas such as data protection, anti-corruption, and sustainability practices. By offering this structured approach to employee development, we not only promote a culture of integrity and accountability but also empower our teams to contribute to APCOA's long-term success while upholding the highest standards of corporate governance.

## Energy Management

In 2024 we have started preparing for a comprehensive Energy Management System for APCOA Germany in line with the internationally recognized DIN ISO 50001 standard. This system will enable us to systematically monitor, manage, and

continuously improve our energy performance across all operations. The final certification is expected in HY2 2025 - we invest our efforts into this to reflect our long-term commitment to energy efficiency, transparency, and continuous improvement.

## Governance in Action and Staff Awareness

As part of our commitment to strong corporate governance and information security, we also conduct regular information security simulation

exercises. These types of controlled exercises allow us to evaluate response behaviors and identify areas for improvement. Most importantly, they serve as a practical and impactful way to raise awareness across the organization and enhance our overall resilience.





# Spotlight on Italy

**2024 marked a year of significant transformation for APCOA Italy, during which we strengthened the structural integration of ESG principles within our corporate strategy. This process took shape through targeted initiatives aimed at generating environmental, social and economic value, improving the user experience, supporting our partners, and contributing to the enhancement of the urban environments in which we operate.**

With over 103,000 parking spaces distributed across 242 facilities and the contribution of 308 employees, we expanded and reinforced our national presence, supporting the growth of operational volumes and improving the quality of our services. Our financial performance, with

revenues exceeding €81 million, confirms the robustness of our development model and our ability to invest in sustainable, long-term projects. Over the course of the year, we intensified our commitment to a model of innovative growth that places people and the environment at its core.

From an environmental standpoint, we remained firmly focused on reducing the climate footprint of our activities, through the exclusive use of energy from renewable sources and the gradual conversion of our fleet to low- and zero-emission vehicles. In 2024, our total emissions amounted to 1,615.74 tCO<sub>2</sub>e, a reduction of 278 tCO<sub>2</sub>e, confirming the consistency of our decarbonisation journey.

**“Sustainability is not a destination for us, but the driving force behind our development.”**

On the social front, we obtained UNI/PdR 125:2022 certification for Gender Equality, as tangible recognition of our commitment to fostering an inclusive corporate culture.

We also strengthened our training, engagement and diversity enhancement programmes, as we firmly believe that the success of APCOA Italy is directly linked to the well-being and development of the people who are part of it.

In terms of governance, we have adopted increasingly advanced tools and processes, reinforcing our systems of control, digitization and transparency.

The ISO/IEC 27001:2013 certification achieved for our information security management systems reflects our rigorous approach to data protection and responsible risk management. This enhances stakeholder trust and consolidates our reputation for reliability and integrity.

The initiatives launched in 2024 and the objectives already outlined for the following three years reaffirm our commitment to actively contributing to the sustainable strategy of the APCOA Group.

We firmly believe that through innovation, responsibility and collaboration, it is possible to create shared value, enhance local specificities, and effectively address the challenges of sustainable development.



**Arturo Benigna**  
Managing Director – APCOA Italy

# Environmental

**In 2024, the company recorded a 3% reduction in electricity consumption on a like-for-like basis, comparing the same car parks managed in the previous year.**

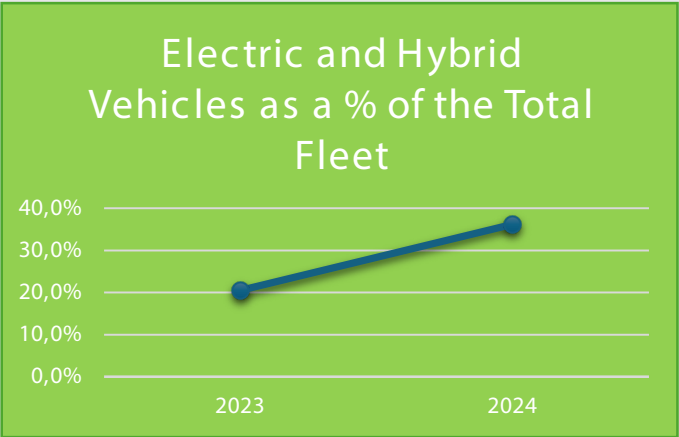
This improvement in energy efficiency is the result of the ongoing implementation of targeted projects aimed at reducing consumption, particularly related to lighting, through the systematic adoption of LED technology, motion sensors and power factor correction systems.

This technology has now become a company standard: every newly acquired car park is immediately equipped with LED lighting and

motion sensors, with the aim of optimising energy consumption while always ensuring maximum safety for both employees and customers.

For APCOA Italy, the most significant tCO2e emissions fall under Scope 3 – that is, indirect emissions for the company, linked to its supply chain. In 2024, APCOA began engaging its suppliers, in particular service providers, by asking them to establish a process for mapping and measuring emissions. This initial mapping process will be used to identify tCO2e reduction projects.

Starting in 2025, the company will also adopt offsetting mechanisms to reduce or compensate for residual tCO2e emissions and has already introduced measures aimed at limiting the transport of purchased materials and components, with the objective of further reducing the environmental impact along the supply chain.



## tCO2e Reduction Plan

**APCOA Italy is committed to achieving climate neutrality by 2050, in line with the Group's Net Zero target. This is an ambitious goal that involves the entire company, at all levels, through projects focused not only on efficiency improvements but also on promoting more responsible behaviours.**

**Since 2021, tCO2e emissions have been reduced by 59% by 2024 thanks to the initiatives outlined on this slide. In 2024, once again, 100% of the electricity purchased came from renewable sources certified with a Guarantee of Origin. In 2024, emissions amounted to 1,615.74 tCO2e.**





## Process Digitalization

In 2024, APCOA Italy continued its digitalization journey across several internal processes, delivering significant benefits in terms of organisational efficiency, environmental sustainability and user engagement. In particular, the introduction of a new platform for managing refunds drastically reduced paper usage, eliminated manual steps, and

made workflows more traceable and transparent, with positive impacts both operationally and environmentally. A new management system was also introduced, enabling employees to submit administrative documentation—such as leave and time-off requests—without the need for paper, thereby contributing to reduced paper consumption and simplifying internal procedures.



## Reducing Printing Paper

At the headquarters, a secure printing system requiring user authentication via operator code was introduced. In addition to improving document security, this measure led to a significant reduction in paper waste and provided greater control over the efficiency of document management processes.



# Social

Throughout 2024, APCOA Italy reaffirmed our commitment to the social dimension of sustainability, through concrete actions focused on employee well-being, community engagement and user safety.

## Diversity, Equity and Inclusion – Gender Equality Certification

APCOA Italy recognises the strategic value of a working environment based on fairness, inclusion and equal opportunities, and we are actively committed to promoting these principles throughout the organisation. In 2024 the company successfully undertook a structured process to obtain Gender Equality Certification, UNI/PdR 125:2022, which was achieved in December of the same year.



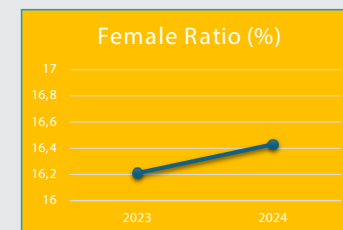
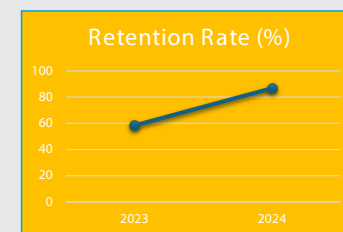
### This important milestone was reached through:

- an in-depth analysis of the company's policies and practices on inclusion
- the implementation of targeted actions, including training programmes, initiatives to improve female representation within teams, and tools to monitor progress
- ongoing collaboration with certification bodies and expert consultants, ensuring the consistency and effectiveness of the process

Obtaining the certification is a tangible demonstration of APCOA's commitment to gender equity, with positive effects on the workplace climate, employee motivation, and the company's reputation among stakeholders and customers.

Moreover, the initiative has strengthened APCOA's social responsibility policies, making the company

more attractive to new talent and increasingly aligned with the expectations of integrated sustainability, including its social dimension. Ethnic inclusion: we have 17 different nationalities/ethnicities represented within the workforce, confirming APCOA's strong commitment to inclusion.





## Health and Safety at Work

Health and safety are fundamental priorities for the company, reflecting our commitment to protecting employees and ensuring operational efficiency.

Every incident that occurs is thoroughly investigated, the root causes are identified, and corrective measures are implemented immediately to address critical issues. This enables us to continuously improve the working environment, and prevent further risks—safeguarding people, assets and the organization's reputation.

## Listening and Psychological Well-being

New anonymous listening channels have been activated, including regular surveys and access to an internal support service for cases of distress, discrimination or harassment. Reports are handled in full compliance with privacy regulations and the principles of the Code of Ethics.



## Adoption of “Man Down” Devices

As part of our ongoing efforts to improve occupational safety, the company decided to equip workers with “Man Down” safety devices. These tools represent a key preventive measure to ensure a prompt response in critical situations, such as a sudden illness or an assault.

The device can automatically detect a lack of movement or an abnormal position of the worker (e.g. lying on the ground), and in such cases, it triggers an immediate alarm.

The introduction of these devices confirms the company's strong commitment to safeguarding the health and safety of our workforce, including in situations where employees may be working alone or in isolated areas.



## Employee Engagement

In 2024, APCOA Italy introduced a simple yet highly effective initiative to promote a positive and engaging work environment: a monthly gathering held at the end of each month, designed to celebrate achievements and encourage social interaction among colleagues. The event, hosted within the company premises, involves all employees and serves as an informal occasion for sharing, recognition, and internal networking. This initiative has contributed to:

- Strengthening employees' sense of belonging to the company
- Fostering a collaborative and relaxed atmosphere, enhancing well-being and motivation
- Encouraging inter-team dialogue, with positive effects on cohesion and teamwork

The initiative has been widely appreciated by staff and has improved the internal perception of the company as a workplace that values people and their daily contribution. Such is the importance of engagement that we have also launched an additional initiative...



### “A Coffee a Day“

A simple gesture for everyday well-being. By offering all employees a free daily coffee through pre-loaded cards, APCOA Italy aimed to promote daily well-being and create opportunities for informal breaks and social interaction.

This gesture serves as a tangible sign of care and appreciation towards the people who contribute every day to the company's success. The results were immediate and positive:

- A more positive and participatory atmosphere
- A stronger sense of belonging and motivation among employees
- Increased cohesion and spontaneous interactions between colleagues

The initiative helped reinforce APCOA's image as a caring employer committed to the well-being of our team.





# Governance

**In 2024, APCOA Italy continued to strengthen our commitment to responsible governance by adopting tools and processes aimed at ensuring transparency, integrity and traceability across all operational and decision-making lines.**

## ISO/IEC 27001: 2023 Certification

Obtaining this information security certification marked a key milestone for the company. It confirms the adoption of structured systems for managing cyber risk, protecting personal and corporate data, and ensuring compliance with current cybersecurity regulations.

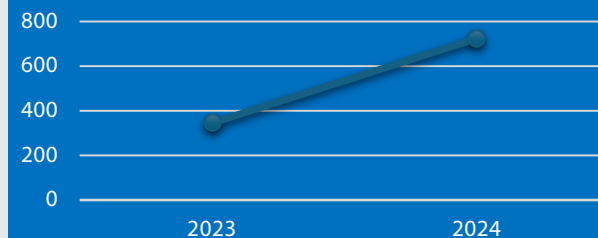
## Ethics Training and Whistleblowing

Specific training courses were delivered to all staff to raise awareness of the contents of the Code of Ethics, the prevention of conflicts of interest, and the proper handling of sensitive information. A dedicated platform is in place for the anonymous reporting of any unlawful or non-compliant conduct, in accordance with Legislative Decree 24/2023.

## Legality Rating

In the first quarter of 2025, APCOA Italy achieved an improvement in its Legality Rating, awarded by the Italian Competition Authority (AGCM). The score increased from 2\* to 2\*++. Although the recognition was granted in 2025, it was the result of a pathway initiated during 2024, focused on strengthening legal compliance safeguards, the systematic adoption of the organizational,

## Non-Mandatory Training (hours)



Management and Control Model pursuant to Legislative Decree 231/01, and the promotion of an ethical culture within the company. The next objective is to achieve the maximum score by 2027.

## Proactively Working with Supply Chain

In addition, during 2024, APCOA Italy launched an awareness campaign aimed at key strategic suppliers, with the objective of increasing their understanding of ESG issues and encouraging the implementation of processes for calculating and monitoring their own CO2 emissions.



# Spotlight on Norway

**You've probably heard it a thousand times. Sustainability. It's prevalent in ads, in the media, in politics. So, how is APCOA Norway's approach really making a difference by transforming it from a buzzword into the way we run our business and deliver change?**

We know that building a more sustainable society requires everyone to step up – with both mindset and action. As one of Norway's largest players in parking and mobility, we take that responsibility seriously.



## Leading the way

We've put sustainability right at the top of our agenda. Every decision we make is viewed through a sustainability lens. Our goal? To be carbon neutral by 2025.

We were ISO 14001 certified for environmental management in 2021 and re-certified in 2024 under even stricter requirements. We were early adopters of electric vehicles, we use only green electricity, and we report annually on all emissions – direct and indirect. In 2024, our Scope 1 and 2 emissions totaled 123 tons of CO<sub>2</sub>. But we're not stopping there.

## Always getting better

We're constantly on the lookout for smarter solutions and new technologies that can cut our emissions – and help our customers do the same.

## Sustainability is about people, too

It's not just about the environment (the "E" in ESG). It's also about people (the "S" – Social). That's why all our parking attendants are trained in first aid – so they can step in when it really counts. And we support the local community, too – like when we offered Kirkens Bymisjon free access to our locations for their annual Christmas campaign.

## Structure in everything we do

To make sure we keep improving, we work in a structured, systematic way. Back in 2023, we earned ISO 9001 certification for quality management. We're proud of that – and it makes us a little better every single day.

We hope it's clear that we mean business. At APCOA, we're committed to leading the way in sustainable parking and mobility – and to making a real difference. Not just with words, but with action!



**Jan-Arve Kaldheim**  
Managing Director, APCOA Norway



# Environmental

We are proud to have accomplished this so far!



We purchase renewable energy with a certificate of origin



Source sorting



All barriers removed and digitized using camera recognition (ANPR)



85

Car sharing locations



Certifications  
ISO Environmental 14001  
ISO Quality 9001



Management system, Landax, for continuous improvement



Analog and digital guiding



When replacing lights, LED lights are used in parking facilities



77%

of our car pool is electric



1,101

Charge points available at our locations



Route planning for all operational vehicles

- Lower emissions
- Better use of time
- Less pollution
- Higher profitability



**Digitization of our payment machines**  
Mainly by reusing/upgrading existing payment machines

74%

of our payment machines are ticketless

1,436,217

Registered users

## Our Environmental Policy – Smart, Measurable, Impactful

Sustainability is integrated into every part of APCOA's operations in Norway. Our goal is clear: reduce emissions, minimize environmental impact, and drive innovation in green mobility – all backed by certified systems and measurable results.

We follow the Greenhouse Gas Protocol to calculate emissions and report transparently. In 2021, we achieved ISO 14001 certification, and we've since strengthened our targets and practices.

### Our key green targets:

- Electrifying our fleet – 100% electric by 2028
- Expanding EV infrastructure – more chargers, easier access
- Digitalizing operations – 74% of our machines are upgraded, with paper use cut significantly
- Lowering energy use and reusing equipment wherever possible
- Reducing physical maintenance through remote site management

We've been ISO 14001 certified since 2021, and we've built a strong internal sustainability team to track progress and drive new initiatives.

We also expect our suppliers to follow our standards – green thinking is required throughout the value chain.

## ESG team Norway



Hanne-Kristine  
Senior Business Controller



Gunnar  
HR Manager



Carl Erik  
Operational Director



Christina  
Head of Marketing

## Sustainability group

APCOA Norway has established a dedicated sustainability group to track progress towards defined targets, oversee daily ESG responsibilities, and drive initiatives aligned with our long-term sustainability goals.

## Leading through digital innovation

With over 1.4 million users on our APCOA FLOW app, we're changing the way people park. Our digital systems reduce unnecessary driving, idling, and paper waste. We only upgrade the upper part of the payment machine or digitization – just upgrading what's needed, and reducing metal waste too.

## Seamless + Sustainable

From app-based EV charging to ANPR technology and remote site management, our solutions cut CO2 while improving the customer journey.



# Social

## Diversity Drives Performance

At APCOA, we believe that diversity isn't just the right thing – it's a competitive advantage. Our strength lies in the variety of perspectives, skills, and experiences our employees bring to the table. Today, our team represents 21 different nationalities, reflecting the global nature of our business and the inclusive culture we foster. We are proud to recruit and retain talent from a broad range of backgrounds, and we are committed to creating a workplace where everyone is valued and respected – regardless of age, ethnicity, gender, or sexual orientation.

**“At APCOA, everyone is welcome – and everyone contributes.”**

Inclusion is more than a value to us – it's a driver for innovation, better decision-making, and long-term business success.

### Women's Network at APCOA Norway

APCOA Norway's Women's Network was established in 2021 and has become a key driver in our efforts to promote gender equality and inclusion in what has traditionally been a male-dominated industry. With a female workforce share of 24% by the end of



2024, we are working strategically to increase representation and strengthen the role of women across all areas of the organization. Through annual network gatherings, workshops, and professional talks, we foster knowledge-sharing, inspiration, and a sense of community across departments and roles. The network offers a safe space to raise challenges and find solutions that contribute to a more inclusive and equitable workplace.

**“It's motivating to see that there is a real desire to make APCOA a more inclusive and**

**equal workplace - it makes me want to stay and contribute further.”**

We see that targeted recruitment, development opportunities, and a stronger focus on workplace culture and unconscious bias are key factors in attracting and retaining women in the company. The Women's Network plays a central role in driving these efforts forward.

At APCOA Norway, women hold roles that have traditionally been male-dominated – such as IT development and operational management.



This is an important contribution to innovation and progress. We believe in the power of diversity, and that different perspectives and experiences – across gender, background, and culture – make us better equipped to think differently, solve problems, and build a sustainable workplace for everyone.

## **Social responsibility, local community and building a positive working environment**

### **Local community:**

#### **Lions Tulip Campaign**

This year, APCOA is also supporting the Lions Tulip Campaign. This year's theme: "It's better to build children than to repair adults". Since 1983, Lions have had preventive work against substance abuse on their national level. The Lions Tulip Campaign is a nationwide fundraising campaign where the money goes to preventive work for children and young people. The day is also called "Lions Day" as they use the opportunity to tell about our volunteer work locally, nationally and internationally.

#### **Pink Ribbon**

APCOA has supported Pink Ribbon at the Pink Ribbon Run. The Pink Ribbon Run aims to raise awareness about breast cancer. Whether you walk or run, you are supporting a good cause. The Pink Ribbon Run is a unique experience where we all help to help others. On October 10th, we gathered a group from the Oslo office and ran together at Sognsvann to support this year's Pink Ribbon. It was possible to



participate in either 3 km or 6 km. In the pouring rain, everyone still showed up with good spirits, good running form and pink t-shirts. Several in the organization who could not run that day still participated in their own virtual races. One employee also participated in the official Pink Ribbon race in Oslo on October 12th.

## **World Mental Health Day**

Input from last year's Norwegian convention was that APCOA should support organizations that work with mental health. That's why we chose to participate in this year's largest event around the theme; World Mental Health Day. We wanted to take part in the theme to increase knowledge, understanding and openness about mental health. All regional offices received their own material with "Advice for good working days", and selected parking garages are equipped with "Psychological ethics rules". In addition, the message was promoted in all our other channels. Even though World Mental Health Day is only one day, we hope all will continue to have the material in their offices as a reminder. The theme for the 2024 campaign was to set aside 8 minutes for a conversation with someone you think needs it.

## **Safe Traffic Environment**

Traffic safety is important to APCOA and every year we support various initiatives around the subject. One of the things we did was to support the reflector's own day in all our channels. The day is marked every third Thursday in October. The day is marked all over the country, and in 2024, reflector day was Thursday, October 17. The goal is to get people to wear reflectors, so that they are more visible in traffic and do not end up in an accident.

## **First Aid Course**

All our parking attendants receive first aid training.



## Positive working environment:

One-time a year get together for all Norwegian employees, Norwegian convention. On September 14, over 100 APCOA employees from all over the country gathered for the kick-off at Snø, Lørenskog. The day started with professional content where the common thread was that we all have a responsibility to care about the APCOA store. No matter where we work in the organization, we have a responsibility to ensure that the store is always at its best, both in terms of how we appear, and not least that we are profitable and sustainable. The day continued with team building inside the Snø facility. At APCOA, we are a diverse team – and this is precisely our strength! Together we build innovative solutions that make parking easier, more user-friendly and more sustainable.



## Holmenkollstafetten

Holmenkollstafetten (Run relay in Oslo City centre). One of the world's largest relay and Norway's largest sports event. With 15 stages and 60,000 participants, the Holmenkoll Relay is spring's most beautiful adventure. APCOA has had a team running at this event for several years. On May 6, 2024, this year's Holmenkollen relay took place and TEAM APCOA reached the finish line in 01:28:39. The time was improved by 14 minutes compared to the previous year and 8 new best times were set on the stages!!

## Dytt.no

Dytt offers motivating activity campaigns and health programs to companies and individuals. We develop simple and engaging concepts that are challenging enough to provide health benefits while being suitable for everyone.

On Thursday, September 19, APCOA started this year's Dytt campaign. The goal was to visit all of our offices from Tromsø to Oslo. Challenge: Who will get to Oslo, HQ, first? Practical info: Time period: September 19 to October 31. 43 days | The number of steps you need to take to get from the operations office in Tromsø to the Head Office in Helsefyr is 430,000. That is 10,000 steps per day. All have the option to enter other activities to achieve steps, the goal is for all to get moving. Start walking / jogging / running / fitness / strength / cycling / all movement counts!

## Health service to our employees

Together with our health service (AGIL), training / gatherings have been carried out with regard to ergonomics in the individual's working situation. This includes both administrative staff and also operational staff. The training is practically oriented and takes place locally at HQ. As part of



preventing any wear and tear challenges, such training is carried out at regular intervals. There is an opportunity in the training to also request an individual assessment.

AGIL also contributes the possibility of annual influenza vaccinations. This is a voluntary offer and is carried out locally at HQ. The offer is open to all employees.

## Good Job!

To focus on good colleagues, the operations department has an employee of the month award. Everyone is allowed to nominate and give "GOOD JOB!" recognition. Nominate your colleagues who go the extra mile! A colleague who makes your workday or that of others better and easier.

# Governance

## APCOA’s Commitment to Sustainable and Ethical Business Practices

APCOA is actively working to promote sustainable and ethical development in all aspects of our business operations. We are committed to our sustainability goals and continuously strive for improvement.

Our commitment goes beyond our own organization – we want our entire value chain to share, or even exceed, our ambitions. That’s why we place great emphasis on collaborating with partners and suppliers who, both individually and together with us, take concrete and measurable steps toward a more sustainable future.

We expect our suppliers to adopt a conscious approach to ethical trade, environmental protection, and sustainable solutions. The

selection and evaluation of suppliers are conducted in accordance with APCOA’s Supplier Code of Conduct. Our goal is for all parties in APCOA’s value chain – including suppliers, subcontractors, and agencies – to actively participate in this process. We also encourage our suppliers to communicate our intentions to their employees, parent companies, and everyone involved in their own value chains.

**“Sustainability is an important and natural part of our business, which is why we signed the UN Global Compact in 2007. We recognize the value and importance of transparency and being able to show progress towards our sustainability goals.”**– Axis Communications AB

The primary aim of setting standards for our partners is to strengthen collaboration principles and build safe, trusting relationships. We expect our suppliers to understand the standards and conduct required in working with us, focusing on fair and ethical trade, and respect for customers, employees, and suppliers. In return, APCOA commits to treating our suppliers fairly and with integrity, fostering a constructive and collaborative business environment.

**“We are committed to further developing our sustainability efforts, including eco-friendly packaging, sustainable IT disposal, and recycling services to meet the growing demand for environmental solutions. Furthermore, we believe that a diverse and inclusive workplace brings out the best solutions through creativity and diversified thinking.”**– EET Group

As part of our Nordic ANPR collaboration, we visited one of our key suppliers, Axis, strengthening cross-border partnerships with representatives from Sweden, Norway and Denmark.

Supplier	Certification and/or Commitment Sustainability Program:
Tatitle	ISO 9001, ISO27000
Advania	ISO 14001, ISO9001, ISO27001, ESG program and Report
Conscia	Cisco Environmental Sustainability Specialization
EG (Landax)	ISO 9001, ISO14001, ISO27001, ISO45001
Zendesck	ISO27001, ISO27018, ISO27701, ESG program and Report
CBK	ISO9001, ISO14001
Ahlsell AS	ISO9001, ISO14001, ISO45001, EcoVadis Platinum-nivå (Top1%)
A-Merking AS	ISO9001, ISO14001, ISO45001
MSS-Maskinell Snøservice AS	Eco-Lighthouse Certification
AuraLight AS	Eco-Lighthouse Certification
Solvangs Dekorbyrå AS	Eco-Lighthouse Certification, TRANSQ, Sellihca, Grønt Punkt, Approved apprenticeship company
Runestein AS	Eco-Lighthouse Certification
RenRørø AS	ESG program
Riverty AS	ESG program and Report
EET AS	ESG program and Report
Axis Communications AB	ESG program and Report
Østlandske Renhold AS	The Nordic Swan Ecolabel
ESS Installasjon AS	Certified

We are pleased that many of our suppliers have established strong sustainability initiatives, and we consider it a strength that many of our key partners run extensive programs supporting vital sustainability goals. APCOA is proud to have built a value chain that takes sustainability seriously – with clear, measurable targets and a shared drive for continuous improvement.





# Spotlight on UK

**With transport at the centre of what we do, we have a responsibility to put sustainability at the heart of our business. In this ‘Spotlight on the UK’ section, we showcase our commitment to the Group-wide goals, as well as our resolute determination to effect meaningful change.**

As part of our approach, we recognise that sometimes even small changes can have a significant impact over time, which is why our efforts encompass small-scale initiatives alongside ambitious large-scale change. This approach allows us to address sustainability challenges at various levels and make a difference where it matters most.

We acknowledge APCOA's significant impact on the environment and we continue to make



real advancements in sustainability within our operations. For example, APCOA's total Carbon footprint in the UK for 2024 was 4,637 tCO<sub>2</sub>e, a reduction of 3,965 tCO<sub>2</sub>e from the baseline year of 2021 and our direct emissions were reduced by 17% from the previous year. Electric vehicles accounted for 47% of our total fleet.

We continue to build the social value we deliver as part of client contracts, focusing on actions that have a tangible impact on our employees, communities and charitable organisations. Health, safety and welfare remain a key focus for our colleagues and for those using the parking facilities we operate.

As part of our commitment to fostering an inclusive and supportive workplace, this year we reviewed our work patterns to identify opportunities for greater flexibility. We introduced a range of adaptable working arrangements—such as weekend shifts, term-time only roles, and customised hours—to better accommodate employees with varying personal responsibilities or availability.

These changes reflect our broader ESG commitment to employee wellbeing, diversity, and equitable access to employment, ensuring that our work environment remains responsive to the needs of our people while supporting long-term engagement and retention.

Governance remains a key focus area for the UK business and we are very proud to have been awarded a Bronze Badge by EcoVadis, a globally recognised assessment platform that evaluates companies on key ESG criteria, including Environment, Labour & Human Rights, Ethics, and Sustainable Procurement.

During 2024 we have worked with a range of suppliers and partner organisations to ensure their ESG efforts are aligned with and reinforce our own. By taking a collaborative approach, we're helping to raise standards across our wider network and ensuring that our entire value chain supports the principles at the heart of our ESG strategy.

Through these efforts and more, we aim not only to drive significant transformation, but also to enhance the quality of life for our employees and the local communities in which we operate.



**Kim Challis**

Regional Managing Director, APCOA UK & Ireland and Group ESG Director

# Environmental

In 2024, we continued to purchase 100% of our electricity from renewable sources including hydro, wind, solar, biomass and landfill gas. In addition to this we increasingly use solar panels, LED lighting and voltage optimisers in car parks to reduce energy usage – as an example, our Urban Mobility Hub car park in Carmarthen reduced lighting electricity consumption by 55% through the installation of LED's.

**“We understand that our clients can achieve environmental improvements in their operations as well as maximising commercial opportunities in their estate. For example, our 500+ urban hubs commercialise client car parks with options such as car rental, launderettes and parcel lockers (which greatly reduce the emissions generated by individual courier deliveries).”**



Another significant UK initiative, in partnership with both clients and partner suppliers, is the commitment to continue to invest in delivering additional EV charge points. Our current network already boasts over 1,240 chargers and our varied sector experience means that clients and customers benefit from a totally bespoke option that suits their location, demographic and available power supply.

## Our Carbon Reduction Plan

APCOA UK annually publishes a Carbon Reduction Plan in compliance with UK legislation PPN 06/21. This policy mandates that companies working on UK government contracts set a Net Zero target by 2050, report on Scope 1, Scope 2, and select Scope 3 emissions, and outline specific carbon reduction measures. By aligning with these requirements, APCOA UK demonstrates its commitment to supporting the UK's 2050 Net Zero goal and driving meaningful progress in reducing carbon emissions.

APCOA UK has reduced overall emissions by 60% from 2023; this was mainly driven by a 63% decrease in Scope 3 emissions and a 14% reduction in Scope 1 emissions. Behind the Scope 1 emissions reductions are our efforts to transition the fleet to EVs. At December 2024, APCOA UK's fleet was 45.8% electric or hybrid. Scope 3 reductions were largely driven by a 80% reduction in upstream assets emissions; this is due to improved data collection quality from previous years where estimations were largely used.

Our carbon reduction activities are wide ranging and include local as well as national initiatives. One such example was at Crane Park Primary School in Feltham, West London, where APCOA planted 500 trees to offset 500 tCO<sub>2</sub>e of carbon emissions, helping prevent climate change and creating space for wildlife.





## Environmental Corporate of the Year Award

Transport and parking related activity undoubtedly has an impact on the environment, and APCOA UK works hard to deliver tangible advancements in sustainability within our operations; from sourcing uniforms made from recycled materials to investing in EV fleet vehicles, using energy from 100% renewable sources and committing to significant carbon reduction targets.

**We were very proud to be awarded 'Environmental Corporate of the Year' at the West London Business Awards, which recognises the West London-based corporate who the judges consider to be leading the way in environmental performance both nationally and internationally.**



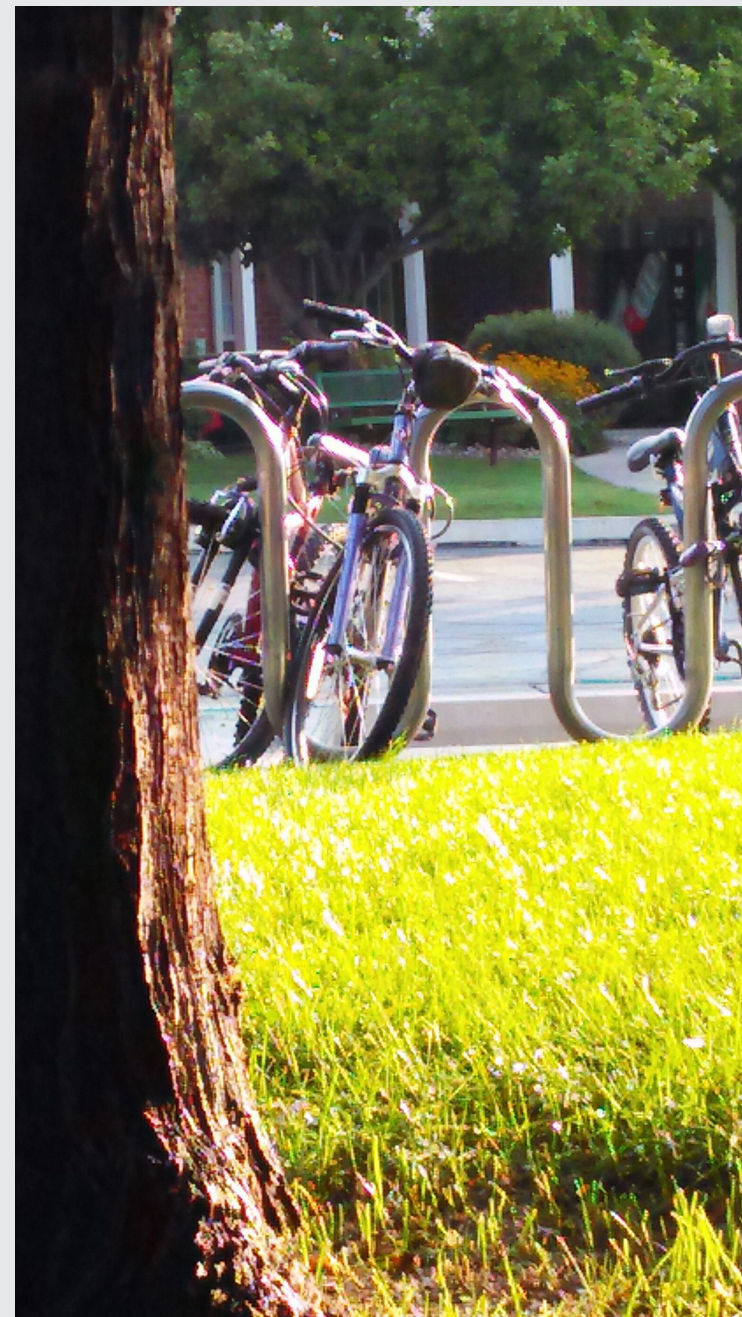
## Kerbside Pilot at Southwark

During 2024 we have been supporting our client, the London Borough of Southwark, to pilot London's first scheme which enables freight drivers to book their kerbside loading slots on a high street in advance.

Southwark has embraced the idea as part of its Streets to People strategy – a commitment to improve residents' quality of life and take action on climate change, by changing how people travel and use streets in the borough.

Among other things, the strategy commits to deliver cleaner air and safer and quieter streets with less traffic and fewer accidents, while supporting healthier travel options like walking, cycling or wheeling.

By better managing the kerbside and reducing congestion caused by freight deliveries, transport operators can go a long way to delivering these aims, reducing congestion and improving safety through operators having dedicated areas and timeslots where and when they need them.



# Social

**APCOA UK has a responsibility to operate in ways which benefit the communities that we serve through the contracts that we deliver for our clients and customers.**

**With large numbers of people visiting car parks, health and safety (H&S) needs to be at the forefront of everything we do, and it's an area we continued to focus on during 2024.**

Overall we are now seeing a positive impact from the Equity, Diversity & Inclusion (ED&I) initiatives we launched in 2023. In the UK, almost 30% of leadership positions are now filled by women.

Our social value programmes demonstrate that we care about our colleagues and local communities, and here are just a few examples.

## Health & Safety – Safety First

**‘Make Safety Personal’ – our overarching safety philosophy**  
All new colleagues are asked to sign a Safety Promise on their first day, committing them to considering safety in everything they do and demonstrating that we take H&S seriously. Consequent colleague engagement has directly contributed toward our improving safety culture.

My Personal Safety Promise


APCOA PARKING  
MAKE Safety Personal

What I am going to do...

1. I am going to take care of myself and not take unnecessary risks.
2. I shall consider the safety of others that may be affected by what I do, or what I fail to do.
3. I will challenge unsafe acts or behaviour and take swift appropriate action to remedy unsafe conditions.
4. I will always set a good example - to think safe, act safe and work safe.

What this means...

1. You will work safely and comply with all relevant safe working instructions. If an unusual situation arises, you will always consider your safety before doing anything else. If you do not feel comfortable or if you think that there are risks to your personal safety which are not controlled, you will not continue and will seek help and advice from others.
2. In addition to you taking care of yourself, you need to make sure that you do not do anything (or forget to do something) that could lead to anyone else being harmed. This includes both your colleagues and anyone else who visits the site. You need to make sure you leave any area where you have been working in a safe condition and you should not do anything that could or might create a situation where someone else could be hurt.
3. If you see a colleague working dangerously or anyone behaving in an unsafe way, you will do what you can to stop them. You will do whatever you can to remedy an unsafe condition, provided that by doing so, you do not put yourself at risk. If you discover or become aware of anything which could affect safety but cannot do anything about it, you will notify your Manager.
4. Your behaviour and attitude toward safe working will have an effect on your colleagues, especially those less experienced. Therefore you will make sure that you abide by all the safety procedures for the work that you do. You will not take shortcuts which could affect your safety or the safety of others. You will not engage in work, or use equipment or substances you have not been trained to, unless you are being supervised by someone who is competent, nor will you ask anyone else to. You will always use any personal protective equipment you have been given and report any damage or defect you find with it as well as any other problem you may find.

SIGNED:  KIM CHALLIS

REGIONAL MANAGING DIRECTOR APCOA PARKING UK&I

PRINT NAME: \_\_\_\_\_

## Code Red, Yellow and Blue

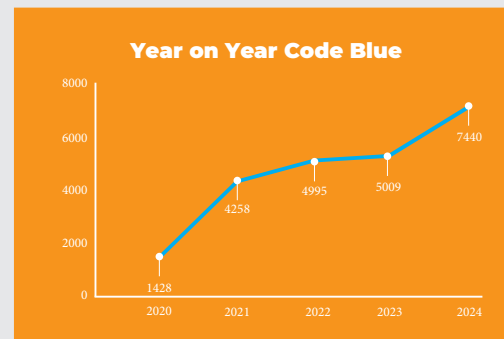
We use a Code alert system for frontline colleagues to access help and support:

**Code Red:** Colleague is in imminent danger of being harmed or has been harmed

**Code Yellow:** Colleague feels unsafe and / or needs advice and guidance

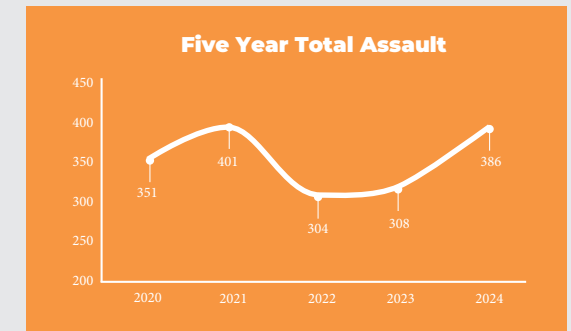
**Code Blue:** Colleague is called a name or has an offensive (non-racial or sexist) comment made toward them

Evidence shows if someone is prepared to say something derogatory to a frontline colleague, they may be more likely to threaten or physically attack them in the future. Collating this data helps us to identify times and locations where an incident is more likely, and this helps us to devise more strategic approaches to enforcement activities. It also helps managers to identify and offer support to colleagues who are experiencing abuse.



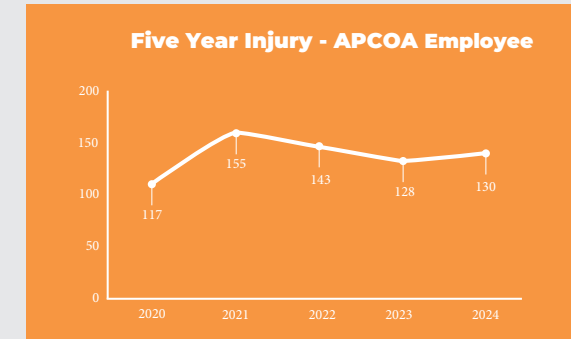
## Assaults

2024 saw a significant increase of 78 (25%) in the overall number of assaults on colleagues, following the trend in assaults on public-facing workers in retail which saw a year-on-year increase of over 50%. However, assaults resulting in injury to APCOA colleagues reduced by approximately 10%.



## Injury

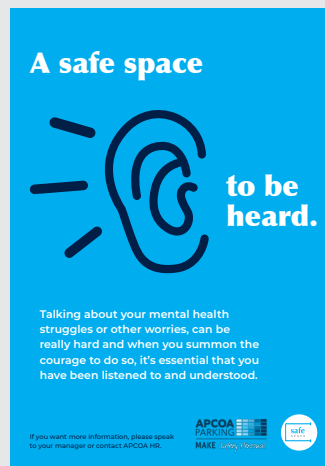
2024 saw an increase in the number of injury accidents. There were two more injuries to colleagues, but in the context of significant growth in APCOA new business over the period. This growth also led to an increase in the number of customers using our car parks and the number of reported injuries to members of the public.





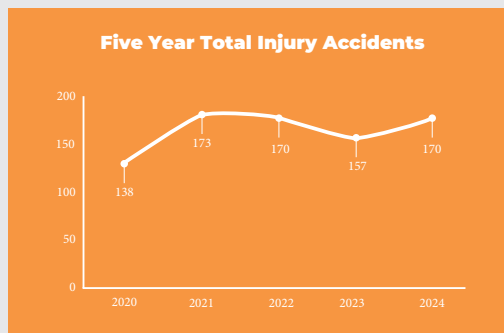
## Safe Space

'Safe Space' is APCOA's wellbeing campaign, designed to create a culture where colleagues feel "safe" to talk about anything which may be impacting their mental health and wellbeing. Being open and non-judgemental about mental health in the workplace is vital for creating a supportive, connected, and inclusive work environment. We have created a suite of guides to help colleagues manage difficult conversations and support them to seek the help they need.



## 'It's about keeping you safe'

This is our ongoing vehicle for health and safety information and instruction. Regular updates are sent by the Health and Safety Manager to all site managers who disseminate the bulletin to their teams via team briefings and using each site's H&S noticeboard.



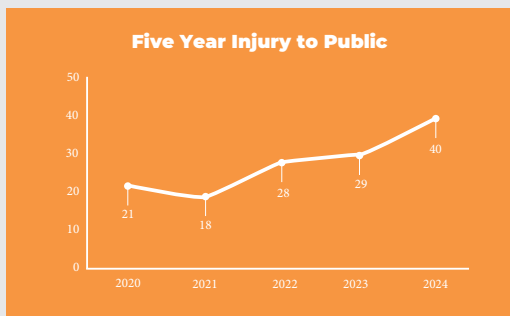
## Equity, Diversity and Inclusion (ED&I)

Through APCOA Group's focused approach to ED&I, we are dedicated to fostering a work environment where everyone is treated with fairness and respect, has equal access to opportunities and resources, and is empowered to contribute fully to the company's success. Centralising our recruitment processes has ensured we deliver a consistent experience for applicants, and more effectively manage recruitment to match client requirements as well as our own diversity targets.



We continue to monitor our UK total workforce, which at the end of 2024 was 2,171 full time equivalents. We strive to ensure that APCOA colleagues in each of our workplaces represent the local community they serve.

We also collaborate with local organisations like Southwark Works, where we commit to hire at least 10 new team members from their pool each year. This initiative supports individuals who have faced challenges entering the workforce and have been long-term unemployed.



## 'See it - Sort it'

Slip and trip incidents at APCOA sites remain the greatest cause of injury accident across our business. Our 'SEE IT - SORT IT' campaign is specifically targeted at reducing these by raising awareness of workplace slip and trip hazards and encouraging colleagues to take preventative action. Since its inception in 2010, the number of annual slip or trip injuries has been reduced by 63%. However, 2024 saw a year-on-year increase in the number of injuries caused by a slip or trip, mainly involving members of the public which saw an overall 67% increase.

## Encouraging Young Talent

APCOA UK runs a successful Apprenticeship programme with more than 86 apprentices in 2024 across a range of operational and support roles. To ensure continued growth, we have recorded interviews with several APCOA colleagues currently taking an NVQ / Apprenticeship to share their experiences and encourage more people to apply.

We also work closely with Ruislip High School in Hillingdon, near to our head office in West London, where we provide 10 students with work experience over the summer holiday period.



APCOA's Group CEO, Nicola Veratelli, with HR apprentice, Darcy, and two work experience students, Max and Sebastian

## Colleague Recognition

Ellen Tooley has worked for APCOA as a Civil Enforcement Officer since 2010; she is part of the parking services team with the East Herts Council in Bishops Stortford. We are very proud

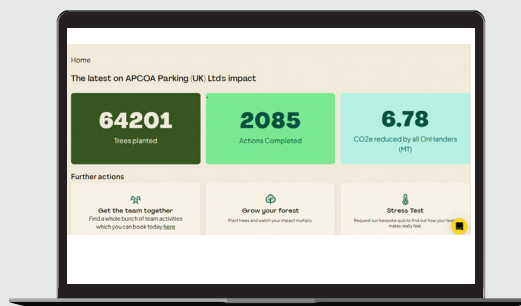
that Ellen was awarded the 'Frontline Award' at the 2024 British Parking Awards, recognising her exceptional professionalism, strong community engagement and overall contribution to the parking industry.



## Supporting Local Communities

### 'Be On Hand' Tool

APCOA UK actively encourages colleagues to get involved in volunteering. At the beginning of 2024, we subscribed to the 'Be On Hand' programme for all UK colleagues, which is an all-in-one tool for company volunteering and sustainability action. The app provides our employees with access to thousands of corporate community volunteering opportunities, together with ways to protect the planet and showcase sustainability.



It also enables the company to track Social Value with impact reporting, through real-time tracking that measures, evaluates and reports on our social value activities and initiatives. We can even see which teams are leading the way!

## StreetLink

APCOA UK is proud to continue to support the work of StreetLink, connecting homeless people with local services. StreetLink is a national referral service, managed by St Mungo's in partnership with Homeless Link and is a means by which members of the public can alert local authorities and homelessness outreach teams to people sleeping rough in their area, so that they can be located and connected with the local services available to help them off the streets.



Since launching its enhanced platform in September 2023, StreetLink has processed over 100,000 alerts, successfully connecting nearly 16,000 individuals with vital support services.

APCOA UK has more than 1,000 colleagues who patrol streets and car parks across the UK as part of their everyday role, whether in parking enforcement or supporting local authorities in other ways and increasing numbers of our officers are helping to connect people struggling with homelessness with the support they need.



# Governance

**APCOA UK continue to improve our risk management approach through frequent audits and an increased focus on business continuity. In addition, we set ourselves the target to achieve a challenging ESG benchmark for our UK business and are delighted to have succeeded.**

## EcoVadis Assessment

After a detailed assessment process during 2024, APCOA UK has been awarded a Bronze Badge by EcoVadis, a globally recognised assessment platform that evaluates companies on key ESG criteria, including Environment, Labour & Human Rights, Ethics, and Sustainable Procurement. This achievement places APCOA UK among the top 35% of companies worldwide, out of approximately 100,000 assessed as of 2023, further reinforcing our commitment to sustainability and responsible business practices.

Our UK business is scheduled for reassessment in summer 2025, while other APCOA countries will begin their first EcoVadis assessments, expanding our ESG performance benchmarking across the Group.



## UK Sustainability Reporting Standards

The UK Government has announced the development of the UK Sustainability Reporting Standards (UK SRS), with publication expected in Q1 2025. The UK SRS will be based off IFRS S1 and S2 set by the International Sustainability Standards Board and require eligible companies to report on governance, strategy, risk management, and metrics and targets in relation to sustainability and climate change.

APCOA UK is closely monitoring these developments to determine our eligibility and compliance requirements, ensuring alignment with the latest regulatory frameworks.

## Cyber Essentials Plus

APCOA UK is delighted to have its robust IT controls recognised through the award of Cyber Essentials Plus certification. Cyber Essentials Plus is a UK Government-backed, industry-supported certification scheme that provides a higher level of assurance than the basic Cyber Essentials, involving a technical audit of IT systems and external vulnerability scans to verify security controls. This achievement demonstrates a strong commitment to cyber security which provides increased confidence for our business and our clients.





# 9. Performance Data



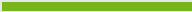
# APCOA Group: Environmental

Carbon Emission Measurement (tCO <sub>2</sub> e)	2021	2022	2023	2024	2024 SBTi/CSRD
<b>Total emissions</b>	<b>45,980.43</b>	<b>43,120.97</b>	<b>42,149.11</b>	<b>27,510.17</b>	<b>32,992.41</b>

GHG Scope 1 (tCO <sub>2</sub> e)					
Stationary combustion	324.5	258.5	433.5	266.3	266.3
Mobile combustion	3,519.8	4,207.1	4,146.9	4,056.7	4,056.7
Fugitive emissions	79.1	2.1	129.2	131.8	131.8
<b>Total</b>	<b>3,923.4</b>	<b>4,467.6</b>	<b>4,709.6</b>	<b>4,454.8</b>	<b>4,454.8</b>

GHG Scope 2 (tCO <sub>2</sub> e)					
Steam, heat, cooling	184.9	176.0	86.0	59.1	59.1
Electricity	3,763.6	2,251.5	1,324.5	533.2	8,678.9
<b>Total</b>	<b>3,948.5</b>	<b>2,427.5</b>	<b>1,410.4</b>	<b>592.3</b>	<b>8,738.0</b>

GHG Scope 3 (tCO <sub>2</sub> e)					
Category 1: Purchased goods and services	2,250.8	2,675.3	2,736.7	4,809	4,809
Category 2: Capital goods	1,676.2	1,434.4	1,450	1,896	1,896
Category 3: Fuel- and energy-related activities	2,068.8	1,776.8	1,446	1,310	4,568
Category 5: Waste	113.4	84.1	76	99	99
Category 6: Business travel	609.6	839.2	1,083	402	402
Category 7: Employee commuting	5,154.5	5,024.1	5,024	4,368	4,368
Category 8: Upstream leased assets	26,235.2	24,392.1	24,213	9,580	
<b>Total</b>	<b>38,108.5</b>	<b>36,225.8</b>	<b>36,029.1</b>	<b>22,463.1</b>	<b>19,799.6</b>



# APCOA Group: Environmental

GHC Scope 3	2021	2022	2023	2024	2024 SBTi/CSRD
Carbon footprint kg CO2 per parking space	26.58	23.86	21.07	16.61	19.92
Carbon footprint tCO2e per parking lot	3.75	3.37	3.24	2.26	2.71
Percentage of 100% renewable energy across group	–	72%	84%	90%	90%
Percentage of fleet which is electric	–	14%	26%	35%	35%
Number of car parks with LED lighting	–	316	1,982	1,982	1,982
Number of EV chargepoints contracted/operated	–	2,501	4,124	4,654	4,654



# APCOA Germany : Environmental

Carbon Emission Measurement (tCO <sub>2</sub> e)	2021	2022	2023	2024	2024 SBTi/CSRD
<b>Total emissions</b>	<b>12,474.01</b>	<b>10,311.47</b>	<b>9,785.69</b>	<b>7,071.49</b>	<b>9,686.97</b>

GHG Scope 1 (tCO <sub>2</sub> e)					
Stationary combustion	271.5	180.6	267.6	119.0	119.0
Mobile combustion	1,231.3	1,421.7	1,444.2	1,329.3	1,329.3
Fugitive emissions					
<b>Total</b>	<b>1,502.8</b>	<b>1,602.3</b>	<b>1,711.8</b>	<b>1,448.3</b>	<b>1,448.3</b>

GHG Scope 2 (tCO <sub>2</sub> e)					
Steam, heat, cooling					
Electricity	0.0	0.0	0.0	0.0	3,495
<b>Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>3,495</b>

GHG Scope 3 (tCO <sub>2</sub> e)					
Category 1: Purchased goods and services	620.9	636.7	734.3	1,147	1,147
Category 2: Capital goods	417.4	188.1	220	127	127
Category 3: Fuel- and energy-related activities	393	427.9	418	364	1,762
Category 5: Waste	33.8	32.7	39	45	45
Category 6: Business travel	32	51.9	54	39	39
Category 7: Employee commuting	1,772.4	1,742.6	1,717	1,624	1,624
Category 8: Upstream leased assets	7,701.7	5,630.3	4,892	2,278	
<b>Total</b>	<b>10,971.2</b>	<b>8,709.2</b>	<b>8,073.9</b>	<b>5,623.1</b>	<b>4,743.6</b>

# APCOA Italy: Environmental

Carbon Emission Measurement (tCO <sub>2</sub> e)	2021	2022	2023	2024	2024 SBTi/CSRD
<b>Total emissions</b>	<b>3,904.74</b>	<b>1,781.07</b>	<b>1,894.68</b>	<b>1,615.74</b>	<b>1,615.74</b>

GHG Scope 1 (tCO <sub>2</sub> e)					
Stationary combustion	7.5	8.2	8.5	0	0
Mobile combustion	156.8	184.8	194.7	185	185
Fugitive emissions	-	-	-	-	-
<b>Total</b>	<b>164.2</b>	<b>193</b>	<b>203.2</b>	<b>185</b>	<b>185</b>

GHG Scope 2 (tCO <sub>2</sub> e)					
Steam, heat, cooling	9.9	14.7	16.7	0	-
Electricity	1,855.2	0	0	0	-
<b>Total</b>	<b>1,865</b>	<b>14.7</b>	<b>16.7</b>	<b>0</b>	<b>0</b>

GHG Scope 3 (tCO <sub>2</sub> e)					
Category 1: Purchased goods and services	743.9	822	854.1	879.3	879.3
Category 2: Capital goods	51.9	47.9	154	206	206
Category 3: Fuel- and energy-related activities	529.4	57.8	54	49	49
Category 5: Waste	3.6	3.9	6	0	0
Category 6: Business travel	13.1	12.2	22	28	28
Category 7: Employee commuting	262.7	274.9	233	268	268
Category 8: Upstream leased assets	270.8	354.6	351	-	-
<b>Total</b>	<b>1,875.5</b>	<b>1,573.4</b>	<b>1,74.8</b>	<b>1,430.8</b>	<b>1,430.8</b>



# APCOA Norway: Environmental

Carbon Emission Measurement (tCO <sub>2</sub> e)	2021	2022	2023	2024	2024 SBTi/CSRD
<b>Total emissions</b>	<b>380.42</b>	<b>360.05</b>	<b>320.26</b>	<b>487.09</b>	<b>487.09</b>
<b>GHG Scope 1 (tCO<sub>2</sub>e)</b>					
Stationary combustion	0.1	0.1	0	0	0
Mobile combustion	137.1	103.6	95.9	123	123
Fugitive emissions	-	-	-	-	-
<b>Total</b>	<b>137.2</b>	<b>103.7</b>	<b>95.9</b>	<b>123</b>	<b>123</b>
<b>GHG Scope 2 (tCO<sub>2</sub>e)</b>					
Steam, heat, cooling	0	0	0	0	0
Electricity	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GHG Scope 3 (tCO<sub>2</sub>e)</b>					
Category 1: Purchased goods and services	102.4	90.7	77.9	207.1	207.1
Category 2: Capital goods	17.7	51	31	76	76
Category 3: Fuel- and energy-related activities	37.3	26.4	26	33	33
Category 5: Waste	1.3	1	0	0	0
Category 6: Business travel	26.9	61.6	64	14	14
Category 7: Employee commuting	57.7	25.6	25	34	34
Category 8: Upstream leased assets	0	0	0	0	0
<b>Total</b>	<b>243.2</b>	<b>256.4</b>	<b>224.3</b>	<b>364.05</b>	<b>364.05</b>

# APCOA UK: Environmental

Carbon Emission Measurement (tCO <sub>2</sub> e)	2021	2022	2023	2024	2024 SBTi/CSRD
<b>Total emissions</b>	<b>8,603.36</b>	<b>10,095.91</b>	<b>11,644.25</b>	<b>4,637.94</b>	<b>6,053.12</b>

GHG Scope 1 (tCO <sub>2</sub> e)					
Stationary combustion	42.2	66.3	45.3	21.2	21.2
Mobile combustion	627.4	902.5	679.8	603	603
Fugitive emissions	-	-	-	-	-
<b>Total</b>	<b>669.6</b>	<b>968.8</b>	<b>725.2</b>	<b>624.3</b>	<b>624.3</b>

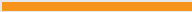
GHG Scope 2 (tCO <sub>2</sub> e)					
Steam, heat, cooling	-	-	-	-	-
Electricity	277.2	340.8	0	0	2,084.4
<b>Total</b>	<b>277.2</b>	<b>340.8</b>	<b>0</b>	<b>0</b>	<b>2,084.4</b>

GHG Scope 3 (tCO <sub>2</sub> e)					
Category 1: Purchased goods and services	148.4	391.9	213.9	480	480
Category 2: Capital goods	123.1	387.5	403	504	504
Category 3: Fuel- and energy-related activities	250.2	346.3	184	159	993
Category 5: Waste	53	26	20	31	31
Category 6: Business travel	93.1	152.6	157	62	62
Category 7: Employee commuting	932.5	1,438.2	1,315	1,149	1,149
Category 8: Upstream leased assets	6,056.2	6,043.9	8,626	1,628	-
<b>Total</b>	<b>7,656.5</b>	<b>8,786.3</b>	<b>10,919.1</b>	<b>4,013.7</b>	<b>3,344.4</b>



## APCOA Group: Social

	2021	2022	2023	2024
Number of employees (headcount)	4,627	4,788	4,995	5,307
Carbon footprint tCO2e per employee	9.94	9.01	8.44	5.81
<b>Safety Measure</b>				
Lost time injury frequency rate	–	–	5.8	7.7
Incident management system across group	–	Yes	Yes	Yes
<b>Diversity &amp; Inclusion</b>				
<25 year old (young talent)	–	9%	9%	10%
25 to 40 year old	–	34%	38%	36%
41 to 60 year old	–	44%	48%	37%
> 60 year old (mature personnel)	–	13%	5%	17%
Number of different ethnic origins	–	55	53	66
Percentage of woman in the workforce	–	24.9%	25.1%	22%
Percentage of staff working part-time	–	23.2%	29.3%	21%



# APCOA Germany, Italy, Norway, UK: Social

	Germany	Italy	Norway	UK
Number of employees (headcount)	938	308	159	2,171
Carbon footprint tCO2e per employee	7.54	5.25	7.22	2.14

Diversity & Inclusion				
<25 year old (young talent)	5%	8%	14%	9%
25 to 40 year old	28%	21%	38%	40%
41 to 60 year old	38%	41%	46%	39%
> 60 year old (mature personnel)	29%	31%	20%	13%
Number of different ethnic origins (UK is voluntary data)	44	17	21	11
Percentage of woman in the workforce	19%	16%	24%	21%
Percentage of staff working part-time	28%	21%	23%	26%



# APCOA Group: Governance

Accreditations	2021	2022	2023	2024
ISO 14001 (environmental)	3	5	6	6
ISO 27001 (IT security)	1	3	3	4
ISO 45001 (health & safety)	1	2	3	3

Corporate Governance				
Whistleblower hotline across Group	Yes	Yes	Yes	Yes
Code of Conduct	No	No	Yes	Yes
Annual compliance training across Group	No	Yes	Yes	Yes

## Key Notes – Data Points at the end of each Calendar Year

- Baseline 2021 adjusted for acquisitions and new business units
- Greenhouse gas (GHG) emissions calculation methodology has been updated to align with the latest requirements of the Science Based Targets initiative (SBTi) and the European Sustainability Reporting Standards (ESRS), as outlined in the Corporate Sustainability Reporting Directive (CSRD). This update reflects evolving best practices in climate target setting and non-financial reporting. To maintain year-on-year comparability, emissions for 2024 were calculated using both the updated and legacy methodologies. The key distinction in the updated approach is the classification of site emissions based on the underlying contract type, rather than APCOA’s level of direct control over operations or energy supply. Under the updated methodology, sites managed under service agreements are now reported under Scope 3, Category 11 (Use of sold products). Previously, such sites were classified under Scope 3, Category 8 (Upstream leased assets) based on the contractual relationship with the energy provider.
- Additionally, the emission factors used to calculate Scope 2 emissions have been revised. The updated methodology uses residual mix emission factors, which provide a more accurate representation of market-based emissions and are typically higher than the country-average factors used in the legacy approach. Another key change is the exclusion of upstream emissions from electricity consumption related to non-transport activities in Scope 3, to align with the minimum boundary requirements of the GHG Protocol and SBTi guidance. These upstream emissions were previously included under the legacy methodology.
- Renewable electricity upstream emissions: We changed the methodology for renewable electricity accounting to adhere more closely to the minimum boundaries of the GHG Protocol, which is recognized as best practice and aligns with the expectations of SBTi.
- Scope 3 Category 4: Upstream Transportation and Distribution. This is below the relevance threshold of 5% of total scope 3 emissions. In view of this, First Climate will be treating this category as an exclusion from the inventory. In the future, we will repeat the screening to ascertain that it remains well below relevance threshold.

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