

APCOA PARKING UK & Republic of Ireland

ESG REPORT

2022



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SUSTAINABLE

“The way we travel, and the way we park, is changing.”

Here at APCOA, we believe it is our responsibility to grow and develop as a company in innovative, responsible, and sustainable ways. This report is just one of the ways that we are reinforcing our commitment to our colleagues, our customers, our clients and suppliers, our communities and the environment we work in across the UK.

Our parking activities are at the centre of mobility as either a starting or an end point of a journey with a car, bus, motorbike, bicycle or any other form of individually owned or shared transportation. At APCOA we feel we can and must contribute to making this ecosystem as sustainable as possible.

We have therefore introduced a group wide ESG initiative centred around the three main pillars

- Environmental
- Social
- Governance

To help us drive this initiative fast forward APCOA have partnered with First Climate and have made a commitment across the Group to measure the Scope 1 2 and 3 emissions early in 2022, calculated in accordance with the Greenhouse Gas Protocol. We will going forward annually report our progress against our carbon reduction targets and the associated initiatives we have taken in our journey to achieve net zero.

The past decade has seen our sector begin to change and embrace innovation at a faster rate than ever before. The connecting lines between parking and mobility are intensifying. Electric cars & EV charging, use of solar PV, implementation of ANPR systems and cashless payment options, micro-mobility and smart city digital solutions, parking as urban logistic centres are just some of the innovations across the sector. With autonomous cars, artificial intelligence (AI), role of big data and viable sustainable energy sources on the horizon the industry is likely to change even more.

We strive every day to ensure we are the trusted sustainable partner of choice for all our clients to improve their contribution to a better environment. We know that the best way to achieve these goals is through a responsible approach to business, and we are proud to be innovating towards a brighter future.

This report details the innovations we as a company are bringing to the table which support our sustainable objectives.

I hope that reading this report will give you a sense of the measures APCOA is taking to be a market leader in sustainable parking and mobility.



Kim Challis
Regional Managing Director UK & Ireland
January 2022

OUR PROFILE



As the parking provider of choice across the UK & Ireland, we strive to INNOVATE

We provide professional end-to-end services tailored to the specific needs of our partners.

OUR BESPOKE ENFORCEMENT SOLUTIONS INCLUDE:

- Parking enforcement
- Car Park Management and Maintenance
- Car Park Design and Building
- Vehicle Pound Provision and Management
- Signs and Lines
- Notice Processing, Permit Suspensions & Dispensations Management
- Representation and Appeals' Service
- Trolley Management
- School Crossing Patrols
- Electric Vehicle Charging
- Removals and Relocations
- Blue Badge enforcement
- Envirocrime
- Bus Lane and Bus Stop Management
- Park and Ride
- Valet Services
- Taxi Rank Solutions
- Traffic Management
- Static CCTV Monitoring and Processing
- Mobile CCTV Vehicles
- Cashless Payment Systems
- Fully Hosted IT systems from our Secure Data Centre
- Online Payment & Permit Solutions
- ANPR Monitoring and Enforcement Systems
- Portering Services
- Parking Equipment Supply and Maintenance

With clients across a multitude of sectors, you can be sure that we have the [experience](#) needed to provide [innovative](#) and [sustainable](#) solutions across the UK and Ireland.



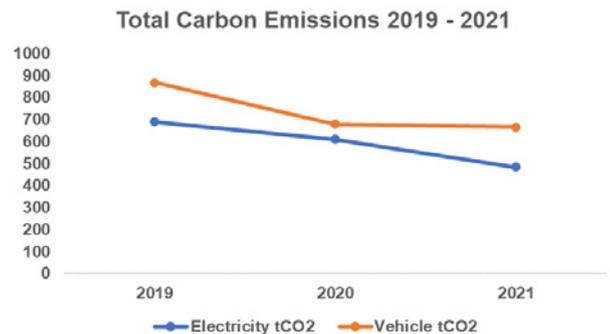


ENVIRONMENTAL

At APCOA we recognise the need for change within the transport industry. We feel it is our duty as a company to provide our customers with the power to choose smarter, greener, and more energy efficient ways to park and travel.

Our car park concepts can help reduce CO2, smog and noise emissions in the inner-city areas through innovative technological solutions and careful planning.

Our multi-storey structures can even improve quality of life in urban environments by saving space in city centre areas and transforming carefully planned sites into community hubs that provide easy links to eco-friendly modes of transport. These eco-car parks can also take advantage of new technology such as electric vehicle charging points and paperless parking ticket solutions that provide our customers with simple, but effective, energy saving choices.



In fact, by outfitting our car parks with the latest technology, we have been able to replace traditional pay stations and barriers at most of our sites with new digital options that improve efficiency and reduce paper waste by doing away with traditional parking tickets.

By updating all our electricity meters over the last two years, we can accurately calculate our annual carbon emissions from electricity use in our car parks and offices. And by using our fuel card data, we are able to determine the CO2 from our operational vehicles.



CO₂E REDUCTION HIGHLIGHTS

- We have set our objective to achieve a 20% carbon reduction target by 2022
- Through our arrangement with Carbon Footprint, APCOA planted another 60 broad leaf deciduous trees in the UK to off-set our paper use
- Offset 60 tonnes CO₂E through the Portel, Pará reducing deforestation project in the Brazilian Amazon

OUR ACHIEVEMENTS IN BRIEF

- ★ We have achieved the ISO 14001 standard for environmental management
- ★ CO2 reduced at London Heathrow using intelligent buses
- ★ Solar panels installed at multi-story car parks
- ★ We are taking a lead on clean transport by joining the EV100 initiative, switching our fleet to electric vehicles and installing charging points for our customers and employees
- ★ Over 13,000 electric charging points have been installed into APCOA managed car parks
- ★ Delivering zero emission enforcement across local authorities
- ★ Integrating car parks with energy centres saving 2,500 tones of carbon annually
- ★ Replacement of our fleet in London Borough of Southwark to EV vehicles has provided savings of 140,000 miles of fuel a year
- ★ More than 1,300 APCOA PARKING managed sites programmed into leading sat nav systems.
- ★ We have increased our cashless, ticketless and pay-by-phone facilities to reduce paper use, electricity and the need to visit car parks to empty and replenish payment machines
- ★ LED lighting and proximity sensors reduce car park energy consumption by more than 70%
- ★ The replacement of a patrol vehicles in Maidstone and Swale Councils so they are 100% green with hybrid bicycles, saving 55,000 vehicle miles a year
- ★ We work hard to reduce our fuel and energy consumption as well as reducing waste through recycling
- ★ Our updated company vehicle policy states that where possible, all company cars and operational vehicles should have emissions no greater than 100 CO2/km
- ★ We have increased the use of remote conferencing as an alternative to business mileage

CO₂ REDUCTION INITIATIVES

We work closely with vehicle and sat nav manufacturers and electronic mapping providers to reduce congestion in major cities, which is often caused by drivers looking for a parking space. More than 1,300 APCOA managed car parks are now pre-programmed into UK sat nav maps. We provide clear, consistent signage to direct drivers quickly to APCOA managed car parks.

We continue to explore technological means to reduce congestion and pollution. Our research indicates that motorists spend an average of ten minutes hunting for a place to park, covering over 2 miles in the process and producing around 1.3 kilograms of carbon dioxide. We are developing a solution to this problem by offering an online platform that gives parking providers the option to have their parking spots listed for motorists.

We have worked with blue chip clients such as London Heathrow Airport and many others of our client base to introduce environmental and CO2 reductions.

- Installation of electric car charging bays
- Helped develop low CO₂ shuttle buses at major international airports
- Switching off bus engines at Luton airport terminals saving **7-10% on CO2 emissions**
- Operate solar powered barriers which controls entry into the cars
- We use LED lighting and proximity sensors on ticket machines to radically reduce power use. The result is an energy usage **reduction of more than 70%**.
- Installed solar panels on the roofs of major multi-storey car parks, and pump surplus generated energy back into the national grid
- At Luton Airport, bike stands were installed, and staff are offered 50% off train travel, giving them alternative greener options to travel to work



SOLAR CAR WASH AT HEATHROW

Solar Car Wash At Heathrow - A 4kW solar panel canopy has been built on the existing car wash facility and will provide 3,667kWh pa, to support the car wash power needs. This will save 1.2t CO2E annually.



We have replaced our Luton Airport shuttle with the new Mercedes Benz Citaro Buses. The new EURO VI engines have seen an 80% reduction in nitrogen oxides (NOx) and 66% reduction in particulate emissions (PM). The Citraro model also has the German Blue Angel Certification (Gold) for environmental approval.

ZERO EMISSION ENFORCEMENT

We have been working hard with our local authority clients to achieve their carbon reduction targets and as a result, we have been able to fully deliver zero emission enforcement throughout Swale Council and London Borough of Southwark by deploying solely by electric vehicle, cycle or foot.

We reviewed the client climate policy and future ambitions and evaluated operational fleet use to understand vehicle use and journey types. Having gained an understanding of operational need and geographic coverage, APCOA placed an order for two electric vehicles and arranged the return of two petrol cars. In addition to the electric vehicles, we also obtained a further four cycles to add to our fleet.

In preparation for the electric vehicles and cycles use we designed and delivered a briefing module to all officers and frontline leadership teams covering:

- The impact of fossil fuelled vehicles
- The environmental benefits of EV car use on carbon emissions
- Defensive driving techniques
- Use of vehicle technology – regenerative braking
- A practical Driving Lesson on the use and characteristics of an electric vehicle
- Basic cycle maintenance
- Safe working and safe vehicle charging – a practical how to guide and demonstration
- Bikeability structured tuition and certification to level 3 standard
- Practical cycle handling on public highways
- Highway code core principles (for non vehicle drivers)
- A familiarisation shift to deploy on cycle to gain confidence

As a result of being able to fully deliver zero emission enforcement and having worked to use “smart journey” planning to minimise unnecessary mileage we have been able to:



- Reduced energy consumption by 23,800 kwh PA- A reduction in 12,342KG of Co2 PA
- A significant reduction in travelled mileage
- Improved response from reported car park pay unit faults from 17 minutes to 9 minutes
- An increase in beat coverage from an average of 8.5 miles per day on foot to 17 miles per day by cycle
- Focused area coverage
- A fuel saving of £11,800 PA

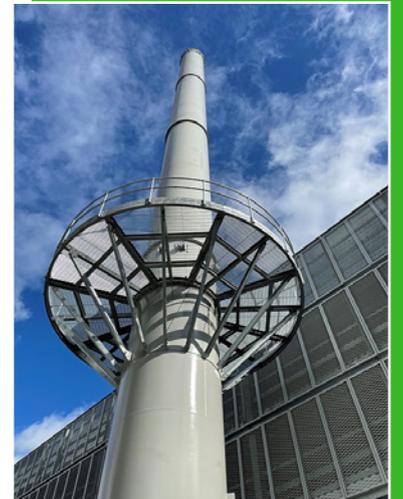
INTEGRATING CAR PARKS & ENERGY CENTRES

We are excited to have managed the complex design and build of a new 729-space multi-storey car park at Northwick Park Hospital which includes an integrated energy centre – the first combination of this kind.



The 5-storey MSCP, which replaces a low-density surface car park in the grounds of the hospital, has been designed with a Vertical Circulation Module steel frame and was built in less than a year.

To improve environmental sustainability, 30 EV charging points were installed, with the capacity to increase in future as required.



An 800m² energy centre, architecturally engineered into the footprint of the multi-storey car park, provides capacity for environmental improvements. Once the energy centre is fully commissioned over the next 12 months, the Trust will reduce its current energy spend by £1.9m a year.

The combination of a state-of-the-art CHP system enhanced by innovative combined air and water sourced heat pumps along with a battery storage system, will also create a smart grid, producing a saving of 2,500 tonnes of carbon every year.



Gary Munn, Head of Property and Commercial for London North West University Healthcare NHS Trust said:

“ This regeneration project has solved a number of problems that were facing the Trust. The new MSCP provides much needed additional, secure parking for staff members, conveniently close to the hospital. The energy centre will both generate income and support our sustainability targets to achieve net-zero carbon emissions. The land sale has realised funds for future investment in our staff and patients from the previously poorly utilised assets and provided an opportunity for our housing partner to develop 1600 housing units, many of which are for low income families in an area of acute housing shortage.

“The APCOA team have been great to work with, providing a full package of expertise and on-site skills to successfully guide the project from conception to completion in an extremely short time window that will maximise our downstream benefits.



URBAN MOBILITY HUBS

An exciting new partnership this year with REEF allowed us to jointly turn existing locations into distribution and logistics centres for greener, more efficient last-mile deliveries.



The deal supports APCOA's vast network of 1,500 locations across UK & Ireland to maximise value and utilisation for their clients and is a great opportunity for APCOA to deliver further innovative and technology led solutions as part of its Urban Mobility Hub strategy.

The type of new applications REEF will deploy includes its REEF Kitchens, on-demand food and retail services, vertical farms, and MFC (Micro-Fulfilment-Centres).

By working together, APCOA and REEF will positively shape the future of UK towns and cities, turning them into more sustainable and inclusive centres of community and opportunity.

VEHICLE IDLING & CLEAN AIR WEEK

Throughout Lambeth Council, all CEO's have actively encouraged drivers to switch off their engines when stationary. Reporting around 120 per month to for idling and generating information on affected locations.

During Clean air week there is a larger focus on educating the public on the effect of engine idling and there are leaflets distributed to drivers.

We conduct company-wide energy auditing, not only for our compliance with the Energy Saving Opportunity Scheme (ESOS) but also to establish an energy baseline. We identified savings of up to 20% through continued LED retrofits, more efficient energy monitoring and transport management.

2019 was the year for the second submission of our ESOS report to the Environment Agency. This time we have engaged with Catalyst Energy Solutions who will conduct our Energy Audits and provide the required lead assessor sign off.

**ESOS
Compliant**



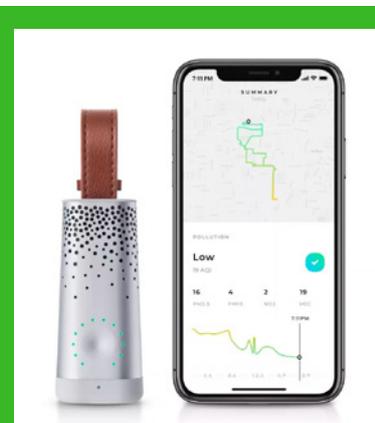
AIR QUALITY

We support our clients' air quality programmes through intuitive and innovative means. We sourced and deployed wearable compact environmental pollution monitor trackers on all CEO's at Maidstone and Swale Councils and in 2020 a further two monitors were deployed on our CEO's at London Borough of Southwark Council.

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, we are able to 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.



The Flow device has garnered significant interest and received the CES 2017 Innovation Awards Honouree title in the 'Tech for a Better World' category.

ELECTRIC VEHICLE CHARGING

Electric vehicle (EV) ownership is continuing to grow at a rapid rate with car manufacturers such as Tesla Motors and BMW producing revolutionary, eco-friendly vehicles.



As innovators, and providers of the most up-to-date bespoke solutions on the market, we strive to push forward more environmentally friendly options across all our contracts.

We continuously aim to promote and provide electric car charging points across the majority of APCOA run car parks and support our clients with the installation and management of over 13,000 electric charging points installed in their car parks.

We are working to introduce EV's in preference to either petrol or diesel across our fleet operation and we expect to carry around 20-30 electrical vehicles across our business. As we grow, and as we work with our clients to set new environmental targets, this number should increase and help keep CO2 levels in the areas we work in go down.

New electric car charging points were installed at Southampton Airport and the environmental impact is already being felt.



The free charging bays have saved 205KWh in their first five weeks of operation – equivalent to removing 143 kilograms of carbon dioxide from the local atmosphere.



There are ten charging bays in the airport's public car parks, four of these points were to be located on the 1st floor, four are located on the top floor of the short stay car park and two in the Priority Parking area. The remaining EV point allocated to the future Electric patrol vehicle for APCOA.

The environmental impact of emission reduction has exceeded expectations. From an initial target of 1,500kg of Carbon Dioxide savings per year, the reality has been a reduction of 3,500kg in just 9 months, over triple the expected yearly target.

APCOA took delivery of a fully electric patrol van. The Diesel fuel savings over just 6 months of use is calculated to be £2K.

The number of drivers switching to EVs is increasing exponentially. These drivers need access to public charging as they go about their lives, and we need to make sure we're meeting the needs of this particular group of customers. We're also pleased to be helping build the UK's charging infrastructure with this installation.

In the future we may install more charge points, but for now we'll monitor usage of these along with feedback from our customers. And, we'll be tracking our CO2 emissions to see what savings we are making in this area.

We support our client’s commitment to ensuring a carbon neutral future across Maidstone & Swale Councils and as a result wished to roll out the first phase of Electric Vehicle (EV) charging units to enable residents and visitors to have access to charging in core town locations. The council did not have any existing charging points, so we worked with the client to understand their policy and identify key locations to install EV charging points within the Borough.

APCOA provided a new reliable charging network to promote electric vehicle use this was coupled with a bold client policy to provide parking and charging free of charge to the user. The simple charging interface allowed users to charge a vehicle without the need of RFID card by a simple smart phone app which included 1hour 15 min grace period to register the vehicle details for new users.

We provided a total 18 Twin 7kwh charging units providing 36 charging sockets in 36 dedicated electric vehicle charging bays which included protection guard rails and signage.



Within our rail sector 456 EV Charge Points were installed across five Network Rail car parks – with a view to having 10% of their total number of bays across their whole estate with EV charge points by March 2024.

We are also working with various EV Charge Point Operators to streamline the customer journey experience – with all payments on the Network Rail estate going through the APCOA Connect payment stream, making it a single usage seamless transactional experience to enable the charge point, pay for power as well as pay for their parking session.



EV100

We have signed up to join EV 100 which is global initiative for organisations who make a commitment to transition their vehicle fleet as far as possible to hybrid or full electric by 2030. In addition to this, we have also committed to increasing the number of EV charging points at APCOA facilities and workplaces.



In 2020, APCOA operational and business vehicles drove approximately 6.7 million miles (that’s around 13 return trips to the moon) which created around 680 tonnes of CO₂.

Over the next 12 months we will be preparing our “Roadmap” which will outline the steps and timescale we will adopt to meet our commitment to EV 100.

SOCIAL



OUR PEOPLE

Our people are our business, and we are proud to say that we employ colleagues from a diverse range of backgrounds and experience. Regardless of your age, race, gender, or sexuality- The message is clear “APCOA welcomes you”!

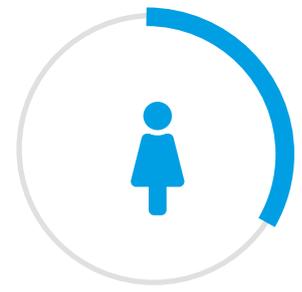
We continue to monitor our workforce to ensure we have representation from as many ethnicities as possible to ensure that each of our workplaces represent the local community it serves. A selection of our results has been summarised over the following pages.

The parking industry has traditionally struggled to balance gender, with men across most job- levels having much higher rates of recruitment than that of their female counterparts. For several years we have worked to address this in-balance and we have seen the number of female workers grow. Our flexible working approach has proved to be key in making our company more attractive to women. We are proud to say that **33.1% of our employees are female** and we hope that this number will continue to grow steadily as it has done in the past 6 years.

| APCOA Colleague Age Distribution December 2021 | Numbers | % |
|--|---------|-------------|
| 65+ | 70 | 3.5% |
| 55 to 64 | 291 | 14.4% |
| 45 to 54 | 399 | 19.8% |
| 35 to 44 | 550 | 27.3% |
| 25 to 34 | 522 | 25.9% |
| 18 to 24 | 184 | 9.1% |
| TOTAL | | 2016 |



66.9% Male



33.1% Female



LONDON LIVING WAGE

APCOA are committed to inclusion of opportunity for all colleagues and, fair working practices, and a fair rate of pay for our workers. This being whether directly employed by APCOA, agency workers or sub-contractors. We meet our Statutory obligations with regards to minimum wage rates. We are also committed to achieving the Living Wage for all, whether that is the London Living Wage (LLW) for colleagues who work in London, or the Living Wage (LW) for colleagues who work outside the M25.

Last year saw us make progress again in this area. We saw an increase in the number of colleagues we pay the LLW who work on our inner London contracts to over 96%! This is fantastic news and is vital for colleagues living in and around London.

We saw the number of colleagues who are paid the LW rise significantly again this year, and our overall aim is to reach 100% within the next few years. Being a Living Wage accredited employer is our goal.

RECRUITMENT



We are pleased to say that we continued recruiting heavily through the pandemic, and getting the right people employed in a timely but safe way was our priority. We work in an industry with traditionally high turnover and employing the right people is key to our success. We have a dedicated recruitment team that worked to ensure our operations continued during the most challenging period in living memory.



This year we have seen turnover fall significantly for the first time in 4 years and this can be attributed to a number of factors, and not least because we have had a successful introduction of Eploy, which streamlines the application process for both applicant and hiring manager.



We have been able to identify the right candidates, their individual training needs and support them on their application journey much slicker than we have in previous years. We have a proven, inclusive, recruitment process that makes it easier for people from all backgrounds to find the right opportunity for them.



We have continued our *Passport to Success* programme, which was introduced to give our management population the skills to carry out their role successfully. We have added new modules around Mental Health and feedback has been positive.

We pride ourselves in achieving the highest standards we can as an employer, and as we have been accredited as an Investors in People Gold employer, we have it in our D.N.A. to support and develop colleagues through their chosen career path.



WORK & LEARN APPRENTICESHIPS



We have now established our Apprenticeship Programme with more colleagues than ever signing up to complete an NVQ last year than any year since the Levy's introduction. We now have over 85% of colleagues aged between 19-24 years old on an apprenticeship scheme and we have also seen a 300%+ increase in the number of colleagues over 30 years old joining an apprenticeship scheme. This is fantastic and puts us in a great position to grow our talent pool and plan for future growth with the right people qualified in the right areas of expertise. This has also helped to drive down attrition as colleagues can see that we can offer them opportunities to progress through the business as they gain confidence and formal qualifications. Our apprenticeship programme is a real success and year on year it continues to grow as do the number of relevant courses do.

EMPLOYEE RECOGNITION

At APCOA we enjoy being able to celebrate the important work that our colleagues do, and by doing this we know that we will bring the very best out of our people, which in turn gives our customers, clients, and our business a world class service.

Unfortunately, we have been unable to hold our annual employee recognition event this year. This night of recognising colleagues' performance was established in 2017 and it was unfortunate that we could not hold this hugely beneficial event. Through the pandemic we have seen so many great examples of outstanding behaviour, commitment, and work from colleagues across our business. The flexibility in their approach to coping with the many challenges we have all faced is truly remarkable.

We are planning to hold an event to celebrate our own heroes early in 2022, this being dependant on it being safe and appropriate to do so.

In such a fast-paced business it is essential that we pause to recognise our achievements and we have been able to develop our Employee of the Month recognition scheme and we anticipate having our largest ever annual recognition event next year.





SETH HACK, HEALTH & SAFETY MANAGER

SAFETY FIRST

As part of the wider transport sector, the Parking Industry has several unique challenges to overcome in regard to health and safety. Large numbers of visitors to our sites, combined with the frequent transition of customers from vehicle to on-foot travel, is a catalyst for several issues for both our customers and employees.

As such, we make sure health and safety is at the forefront of everything we do, with particular emphasis on how we can improve the working conditions of our employees through best practice and common-sense policy implementation.

Unfortunately during the pandemic, we have, like other public facing businesses, such as the retail sector seen an increase in the number of assaults against APCOA colleagues.

The number of assaults on APCOA personnel increased again in 2021 by a total of 52 (15%). This increase is also being seen in the retail sector and against Emergency Personnel.

We acknowledge that the pandemic with the resultant restrictions will have influenced these results. Historically, the assault trend has generally been going down, so we are confident that this increase is temporary and will decline again once the pandemic has ended.

We categorize assaults in three ways:

ASSAULT - CONFRONTATION

When a member of the public is abusive and uses threatening language directed toward an APCOA colleague, but no physical contact is made.

ASSAULT – NO INJURY

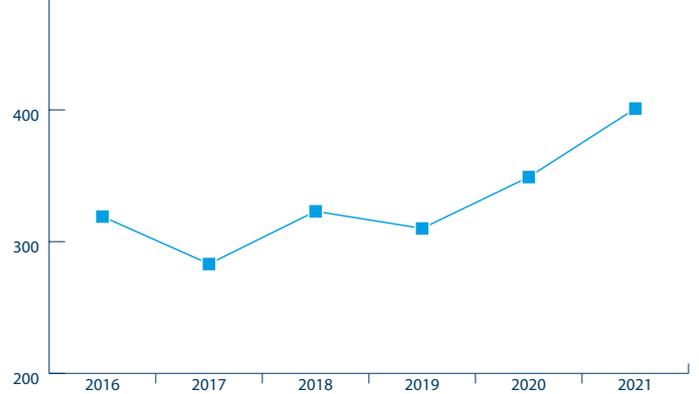
When a member of the public, jostles or makes other physical contact with and APCOA colleague, but no injury is caused.

ASSAULT WITH INJURY

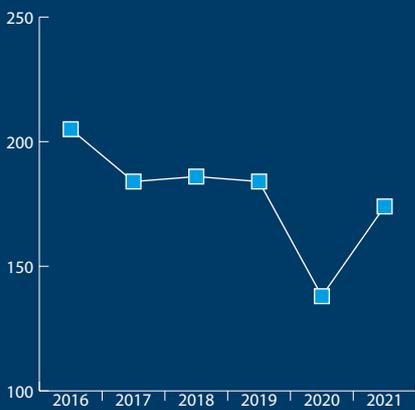
When an APCOA colleague receives an injury because of an assault.

In 2021 there were increases in all three categories. However, the largest was in the Assault – No Injury category which saw a 41% increase. We are currently working with the BPA to look at ways parking industry colleagues can be better protected from assault.

FIVE YEAR TOTAL ASSAULT

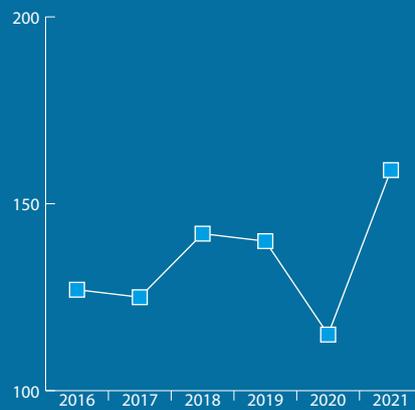


FIVE YEAR TOTAL INJURY ACCIDENT



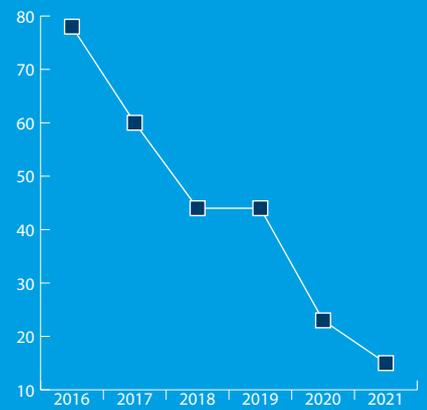
The total number of injury accidents increased by 26% in 2021 after our lowest ever year in 2020, which was due to the effect of the pandemic and associated lockdowns and appear to be returning to pre-pandemic numbers. However, there was still 6% reduction when compared to our 2019 results.

FIVE YEAR EMPLOYEE INJURY ACCIDENT



There was a significant increase in the number of injury accidents involving a colleague, with a year-on-year increase of 38%. The two greatest primary causes remain physical assault and slips and trips on the same level.

FIVE YEAR PUBLIC INJURY ACCIDENT



There was however another substantial reduction in the number of injury accidents involving a member of the public. There was a year-on-year reduction of 38% and a five year reduction of 75%.

MAKE SAFETY PERSONAL

In 2015 we launched our overarching safety philosophy “Make Safety Personal” and colleague engagement in this has directly contributed toward our injury incident reduction success.

On their first day with APCOA all new colleagues are asked to sign their Safety Promise, committing them to considering safety in everything they do. The Safety Promise has been countersigned by Kim Challis our Regional Managing Director, demonstrating top level commitment to health and safety.

By engaging with new colleagues on their first day with us, we bring health and safety front and centre and clearly demonstrate that we take H&S seriously and so should they.



THE SAFETY PROMISE

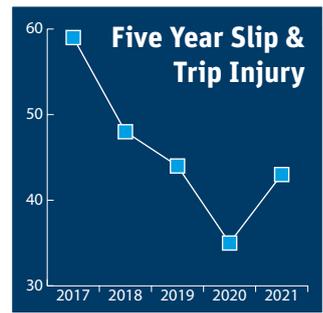
1. To take care of themselves and not to take unnecessary risks.
2. To consider the safety of others that may be affected by an individual's acts or omissions.
3. To challenge unsafe acts or behaviour and take swift and appropriate action to remedy unsafe conditions.
4. To always set a good example – to think safe, act safe and work safe.



OTHER CAMPAIGNS

Our SEE IT – SORT IT campaign is specifically targeted at reducing the number of slip and trip incidents across all APCOA sites. Slip and trip incidents remain the greatest cause of injury accident across our business.

Our SEE IT – SORT IT campaign seeks to raise awareness of slip and trip hazards and encourages colleagues to take appropriate action we saw another year-on-year reduction in the number of injuries caused by a slip or trip. Over the last five years there has been a total reduction of almost 51%.



STAND UP FOR YOUR HEALTH

This is one of our Colleague Wellbeing campaigns and is targeted at APCOA colleagues who spend the majority of their working lives sitting down. This includes our Customer Service Centre colleagues, CCTV Control Room operators, administrative colleagues, and managers.

There is increasing evidence which links a sedentary lifestyle to chronic health conditions such as type 2 diabetes, lower back pain and cardiovascular disease. These risks can be significantly reduced by making sure that for a proportion of the day a person is standing and moving around.

MENTAL HEALTH & WELLBEING

In 2019 we launched our mental health and wellbeing campaign, beginning with the training of eight colleagues as Mental Health First Aiders.

A bespoke Mental Health awareness course has been devised which will be delivered to Supervisors and Managers to help colleagues are affected by the negative aspects of working in the sector.

In addition, every colleague and those who join APCOA are provided with our Mental Health Awareness & Wellbeing booklet.

In 2020, we began working with The Skills Network, an on-line training provider who offer a Level 1 Certificate in Mental Health Awareness. The first tranche of participants was the Senior Management Team and once they have completed the course, it will be rolled out to every Contract and Operational Manager across the business.





We support our employees' health and wellbeing through the offering of Vitality health insurance. Vitality contributes to improving the health and wellbeing of our employees through incentives to help keep them healthy, engaged and productive.

The benefits package gives our employees fast access to private GP's, consultants, hospitals and high- quality treatment with the added benefits of discounts and rewards from Vitality's partners like big health brands, wellness, leisure brands, British Airways, Eurostar and many more.



IT'S ABOUT KEEPING YOU SAFE

It's About Keeping You Safe, is our ongoing vehicle for health and safety information and instruction. Updates are sent regularly from the Health and Safety Manager to all site managers who then disseminate the bulletin to their teams. This is done via team briefings and using the site's H&S Noticeboard.

In 2020 most of these bulletins were COVID related and included topics such as the importance of good ventilation in offices during the pandemic and safe working from home during lockdown.

TRAINING

APCOA is geographically widespread across the UK and in order to ensure the effective delivery of Health and Safety Management at every APCOA location, in 2019 we made it our policy that all existing and new Contract Managers would undertake the IOSH Managing Safety course. This continues and every new Contract Manager is expected to successfully complete the course in their first six months of employment.

IOSH Managing Safely is a risk management health and safety training course which provides managers with an understanding of the practical actions needed for the health and safety of their staff and customers.

In 2020, six colleagues from across the business, began a Level 3 Safety, Health and Environmental (SHE Tech) apprenticeship. This is a 15-month apprenticeship and once successfully completed the apprentices will receive the NCFE IOSH Certificate in Safety and Health for Business qualification, as well as internationally recognised certificates for the Managing Safely and Environment for Business courses.



As the pandemic prevented much face-to-face training, we expanded our suite of e-learning modules enabling colleagues to undertake and refresh health and safety training safely. Our e-learning modules cover relevant H&S topics including Dealing with Bodily Fluids and Sharps, Manual Handling, Accident and Near Miss Investigation and Banksman.

Code Blue

In addition to the formal reporting of confrontational incidents, APCOA colleagues are often the target of unpleasant comments, or offensive name calling for no apparent reason – other than the fact they work in the parking industry.

Exposure to constant low-level abuse may lead to colleagues experiencing stress, anxiety and mental health issues. Furthermore, these low-level incidents may act as a predictor for a more serious assault injury.

By capturing this “low level” incident data, we are able to identify locations and times where these incidents are more likely to happen and by understanding when and where there is a higher likelihood of this type of incident, we can look how to prevent them.

We can also accumulate evidence to request support from Clients or the Police if needed, as well as being able to monitor for signs of stress and anxiety and offer support to any colleague who is experiencing higher levels of abuse.

Code Blue reporting is a quick and easy process enabling the victim to give basic information within seconds as having to complete a full incident report was seen as a barrier to colleagues informing us of these incidents.

OUR COMMUNITY

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 country. From toy drives, cycle rides and bake sales, to donating a portion of our revenue to local hospices, we strive to support sustainable giving and community focused projects throughout the UK and Ireland.



We also actively seek opportunities to work together with our clients to support local causes and charities that benefit the local community and businesses.

- We have initiated several community development programs including liaising with the police for safer neighbourhoods.
- We work together with our clients to support local causes and charities that benefit the local community and businesses
- Local apprenticeships
- APCOA's Quality Management system has a reporting function which is used to capture activities of a charitable or community nature.

WORKING IN THE COMMUNITY

Our CEOs work together with local police to provide a safer community, the aim is to achieve compliance with the local parking controls to improve the safety of children when entering and exiting their school. The police also offer advice to parents on safe parking practices around schools whilst CEOs and our Mobile CCTV Enforcement Vehicle issue Penalty Charge Notices to any vehicles that are in contravention.

APCOA has been helping children, parents, and other pedestrians to cross the roads safely, before and after the school hours, for eighteen years across the London Borough of Southwark.

In April 2000, when the Metropolitan Police handed responsibility over to the councils, APCOA were given the task of running this essential service on behalf of Southwark Council. APCOA have assisted the community by providing the School Crossing Patrol Officers, or 'Lollipop Staff' as they are commonly known, to ensure safety of pedestrians around school areas.

All in all we have helped over 23 million people since April 2000, with no pedestrian injuries, thanks to our committed, skilled and conscientious staff.



Kerry looks after the crossing on the junction of East Dulwich Gove and Townley Road. She has been a great help to us in providing information to help deal with a spate of street robberies on our pupils. The info she gave us helped target my resources and informed the police. She is very community minded and all the kids love talking to her. She is a great asset to have and we are grateful for all she does in ensuring our pupils are safe. It is heartening to know that she is there come rain or shine.



APCOA supported Wanstead Playground Association with the renovation of the Christchurch Green playground in Wanstead giving local children the playground they deserved.

CYCLE RECYCLING

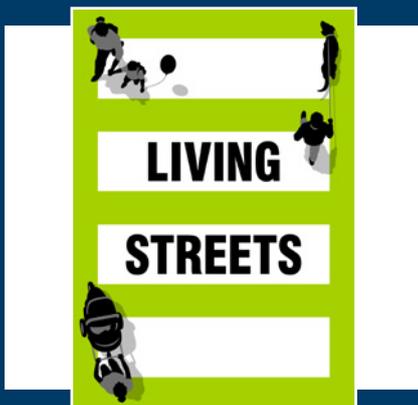
When our cycles used for patrol duties within Maidstone Council become worn and beyond repair, they are recycled via Kent County Council and donated to the CIC Cycle Community.

Cycle repair instructors work in conjunction with school pupils and refurbish cycles using new parts. This enables school pupils to learn new skills and allows the cycles to have a new life. Cycles are then sold to those in need at a nominal cost (to cover newly fitted parts) via a local cycle sales event.

We are proud that the scheme has enabled us to recycle 1500 cycles to date. Our donations ensure that we recycle rather than scrap and support the local community by contributing to skills training and allowing mobility for those in need, allowing children and adults to travel to and from school or work.



ReCycle is an award-winning Bicycle Recycling Programme run by Cycle Community CIC a Community Interest Company based at Goldwyn School (TN23 3BT) in Ashford. Who are supported by Kent County Council as part of their Star Programme.



Living Streets is a UK charity campaigning to create a walking nation where people enjoy the benefits that this simple act brings, on streets fit for walking.

APCOA is already working in partnership with Living Streets to support this aim by transforming streets into safe, attractive, enjoyable places.

STREETLINK

APCOA is proud to have worked with StreetLink during 2020 to support their essential work. StreetLink, the national referral service managed by St Mungo's in partnership with Homeless Link, is the main service the public can use to connect people rough sleeping to local support. By using StreetLink, 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.



We have more than 1,000 colleagues who patrol streets and car parks across the UK as part of their jobs, whether it be in parking enforcement or supporting local authorities in other ways. In London, if they come across someone sleeping rough, they use a mobile app to provide a direct alert to StreetLink, who can then connect those people with vital local services as swiftly as possible. During the COVID-19 lockdown, this interaction has also enabled local authorities and street outreach services to help people to access emergency accommodation.

In 2020, StreetLink put 13,000 people in touch with support to help them end their rough sleeping. Its work has never been so important, with the on-going pandemic causing an added level of anxiety and disruption for this vulnerable group of society, and APCOA will continue to provide active assistance.

TCV BEDFORD TEAM UP WITH BEDFORD HOSPITAL TO CELEBRATE NATIONAL NESTBOX WEEK

Community volunteering charity The Conservation Volunteers (TCV), teamed up with APCOA and Bedford Hospital to make and install bird and bug boxes in the hospital grounds. As part of National Nestbox Week the boxes will improve the habitat for wildlife, and make the area more pleasant for patients and visitors.

Volunteers constructed a variety of boxes to suit birds such as robins, blue tits, great tits and sparrows, and bugs such as ladybirds and lacewings. They also planted wildflower bulbs which will brighten the areas up as well as providing food for bees and other insects.

TCV Senior Project Officer, Katherine Miskin said:

“

Our fantastic group of volunteers were delighted to work in the hospital grounds today. We get to travel around the county improving green spaces but we are based in Bedford so it's been great to make a difference locally and to brighten up the grounds a little for patients and visitors as well as improving the site for wildlife.

”

SPONSORSHIP FOR LOCAL FOOTBALL TEAMS

APCOA sponsors local football teams like Manorcroft United Junior Football Club, we support them by funding their football kits and equipment purchases allowing them to play their summer tournaments.



DofE AWARD SCHEME AT PETERBOROUGH SCHOOL

The Duke of Edinburgh (DofE) award scheme has a well-deserved reputation for transforming young people's lives. Open to all backgrounds, cultures and abilities, a DofE Award can be a game-changer, raising young people's aspirations and opening doors to employment whilst bringing together communities across the UK.

However, even with available grants, it can be a challenge for schools, especially in deprived areas, to fund a large DofE programme because of the equipment needed for activities and outdoor events. This year APCOA became aware of the plight of a school in Peterborough who were struggling to offer the DofE experience to a wide group of pupils.

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GOVERNANCE

WORKING WITH OUR SUPPLIERS

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

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 organisations including Small and Medium Enterprises (SMEs), Black Asian and Minority Ethnic (BAME), and organisations owned by under-represented groups.

Our supplier policies and procedures are recognised as good practice by the Chartered Institute of Purchasing and Supply and have to demonstrate outcome-based thinking, best value, cultural alignment, a similar quality-based philosophy and the ability to meet the challenges of working in similar environments.



To help manage our supply chain and share information about ethical practices and social responsibility with our customers, APCOA are registered members of Sedex.

Sedex membership not only helps us to measure and improve our social and ethical practices, but it means we can guarantee access to new markets or customers who are equally interested in meeting legal and ethical requirements. Sedex membership also promotes contact with companies in different parts of the world who have similar socially responsible ways of working.



PROMPT PAYMENT

We support our suppliers by upholding the payment terms and ensuring the prompt settlement of invoices.

The process of raising and approving purchase orders is automated, ensuring that commitments are vetted by duly authorised personnel within the organisation with an auditable trail.

In 2021 our Accounts Payable team settled

17,210

volumes of invoices amounting to

£57.8m



PROMPT PAYMENT CODE

APCOA are signed up to the Prompt Payment Code, which gives our suppliers confidence that they will be paid within clearly defined terms, and that we have a process in place for dealing with any payments that are in dispute, ensuring best practice is being followed.

The Prompt Payment Code has been introduced to create more certainty around payment and prevent small businesses getting caught out by payments that don't arrive when expected. Prompt payment also earns us business respect, improves our trading relationships and makes us a more valued customer.



“ TES LTD have been working with APCOA in the parking industry since 2004. We have found APCOA's approach to working with SME's a true pleasure in that they are always ready to adopt new ideas and innovative ways of working with technology.

The fact that we are treated as partners, rather than working for, allows us to have open conversations whereby each partner is able to bounce ideas off one another in order to get the best product to market.



Mark David, TES Ltd.

[Suppliers of CCTV/ ANPR solutions]



APCOA'S RESPONSE TO COVID-19

The Coronavirus pandemic continues to present significant challenges across the UK. The lives of our people, our clients and our customers have been impacted in several ways, and to varying degrees.

As a business, we have sought to identify how we can contribute to the national effort during these testing times.

Working with our clients to offer free parking to NHS employees and Key workers and offering our support to communities, Local Authorities, and healthcare clients during the crisis. Whilst many of our Civil Enforcement officers, Security personnel and Car Park operatives continue with their primary duties on behalf of clients, many more have made themselves available to support Councils and NHS Trusts in the following ways:

- Working in food banks, receiving delivery of stocks and packaging up ready for distribution in food parcels
- Delivering food parcels to the vulnerable
- Patrolling public places like seafront/beach areas, parks, cemeteries, and town centres, working alongside other council colleagues and the police to advise on social-distancing and to disperse larger groups
- Marshalling at restricted provision markets
- Relieving NHS staff of mundane duties such as guarding oxygen stores
- Helping councils with COVID-19 Support calls
- Carrying out leaflet drops about COVID-19
- Supporting refuse collection services
- Opening and closing council facilities such as cemeteries
- Assisting in the set-up of COVID-19 drive-through testing stations
- Community litter picking



Those colleagues who continue to carry out parking and traffic management duties are focusing on priorities relevant to the current climate, such as safety and access for emergency and essential services, ensuring that key routes in towns and those around NHS facilities remain accessible. We are proud of our people, the service they provide and the way in which they have embraced new duties in support of clients and communities.

APCOA continues to work with clients and community bodies to explore other ways in which we can offer help at this most difficult of times for our Country.

LATERAL FLOW TESTING CENTRES

As part of the Government's vaccination roll-out, APCOA staff volunteered to work alongside NHS staff, council workers and other volunteers at four supervised test centres throughout the Borough of St Helens.

APCOA staff enrolled onto the NHS' mandatory online training programme, which covered the following modules:

- Lateral Flow Device (LFD) Process Training
- Infection Prevention and Control, Personal Protective Equipment
- LFD Results Recording Training
- How to give guidance on self-swabbing

There was a short assessment for officers at the end of each module, which required a 100% pass rate.

APCOA staff, who were not rostered to undertake parking enforcement, worked at the test centres five days per week, with many employees working overtime to help meet the demand for the service.

As such, volunteers, along with their NHS counterparts, played a vital role in the fight against COVID-19 and to reduce its transmissibility and associated hospital admissions. In total, we provided 2,860 hours of cover, plus 112 voluntary hours and 168 overtime hours.

EMPLOYEE WELFARE DURING COVID-19

Our teams worked fully during the pandemic including when the UK was in national lockdown, naturally there was concern within the management team on ensuring the health and safety of our teams and concern within our teams with regards to contracting the coronavirus.

We introduced and maintained paired bubbles for shift working and obtained additional equipment to allow for remote deployment to ensure that colleagues did not cross. This approach coupled with extensive risk assessments, PPE provision and tireless approach to the positive reinforcement of safe working resulted in zero positive cases over the measured 18month period with the team of 25 colleagues at Maidstone Council.

We further promoted government science on vaccination efficacy and obtained a significant quantity of lateral flow test kits. In April 2021 we introduced a program of every colleague conducting a lateral flow self-test every Wednesday and Sunday prior to shift. In this period, we have conducted more than 1,000 Lateral Flow rapid tests with zero positive cases.

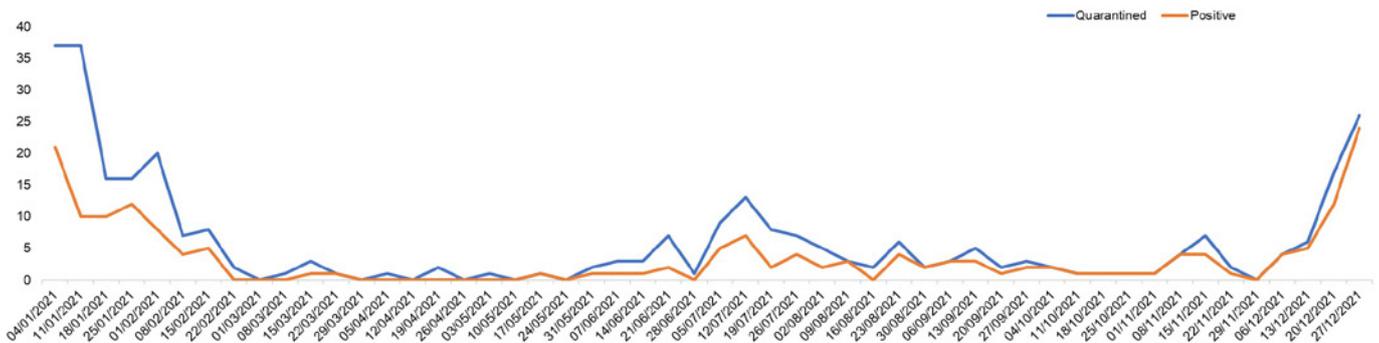
As of June 2021 100%, of the team had received the first vaccination dose and as of September 96% of officers have had their 2nd dose, this has allowed officers to continue work even if contacted by track and trace where they have no symptoms which ensures Business continuity and CV19 related absence and self-isolation is Nil.

By maintaining a database of Rapid flow test kit serial numbers, test dates, test results along with vaccination records we have been able to monitor colleague welfare and measure the success our H&S mitigation measures.



COLLEAGUE ISOLATION & POSITIVE CASES 2021

Like every other organisation, COVID has had an impact on APCOA and continues to do so. In 2021 we had a total of 309 colleagues self-isolating with a total of 176 testing positive. We lost around 3752 working days due to COVID. We sadly had one colleague die due to COVID (a CEO in Lambeth).



Throughout the pandemic we have provided support and guidance to ensure our workplaces are COVID secure and that isolating colleagues are frequently contacted and provided with support.



AWARDS

APCOA was delighted to have been recognised for our efforts during the COVID-19 pandemic, receiving four awards at the British Parking Awards 2021 for exceptional support to our local authority clients and the communities in which we work:

- APCOA Parking and London Borough of Lambeth
- APCOA Parking and London Borough of Redbridge
- APCOA Parking and London Borough of Southwark
- APCOA Parking and St Helens Metropolitan Borough Council



We are proud of our colleagues, all of whom who went the extra mile to support our clients through the pandemic, and it's fantastic to see the efforts of some of them recognised through these prestigious awards.



OUR GOALS FOR 2022

Within the three key areas explored in this year's report, we have worked to create a number of long-term goals that will guide our sustainability and social responsibility work over the next few years. Although these may change as we grow and develop as a company, we hope that taking the time to identify these goals now will ensure our impact on the parking industry is a positive one.

ENVIRONMENTAL

| | |
|---------------|--|
| GOAL 1 | To ensure we are carbon neutral for GHG scope 1 and 2 emissions by end of 2022 across UK and Ireland |
| GOAL 2 | To ensure we have measured and published our GHG scope 3 emissions by end of 2022 |
| GOAL 3 | To publish by the end 2022 our emissions reduction targets as we continue our journey to net zero |
| GOAL 4 | We are committed to transitioning our fleet as far as possible to hybrid or electric vehicles by 2030 to meet our EV100 commitment |

SOCIAL

| | |
|---------------|---|
| GOAL 1 | APCOA to share our achievements against the UN Global Compact Agreement |
| GOAL 2 | To achieve the investors in People Platinum Award |
| GOAL 3 | To have all new employees, where eligible, enrolled onto a scheme that grants them qualifications while they work |
| GOAL 4 | To reduce the abuse rates of our officers by 60% through community outreach and learning programmes |
| GOAL 5 | To reduce our accident incident rate to 0.5 or less, from current level of 1.99 |
| GOAL 6 | To extend links to communities by having 40% of our private commercial sites aligned with a local charity |

GOVERNANCE

| | |
|---------------|---|
| GOAL 1 | Achieve our ISO22301 BCP accreditation across UK and Ireland |
| GOAL 2 | Issue new Code of Conduct policy and ensure all management are fully trained on this by end of 2022 |

