



SUSTAINABILITY REPORT

2017 / 2018

IN THIS REPORT

ABOUT APCOA

INTRODUCTION	3
ABOUT APCOA	4

OUR PEOPLE

DIVERSITY	6
LONDON LIVING WAGE	6
RECRUITMENT	7
APPRENTICESHIP	8
EMPLOYEE RECOGNITION	9

HEALTH & SAFETY/SAFETY FIRST

OUR STATISTICS/OUR STATISTICS	10
OUR INITIATIVES/MAKE SAFETY PERSONAL	11
STAND UP FOR HEALTH	12

WORKING WITH APCOA

OUR SUPPLIERS	13
SEDEX MEMBERSHIP	13
PROMPT PAYMENT	14

THE ENVIRONMENT

CO2 REDUCTION	16
ENVIRONMENTAL INITIATIVES	18
ELECTRIC CHARGING	19
AIR QUALITY	20

OUR COMMUNITY

SUSTAINABLE CHARITY	21
WORKING IN THE COMMUNITY	22

CSR 2021 GOALS	23
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SUSTAINABLE

“It is time to make parking sustainable for all”



A handwritten signature in black ink, reading 'K. Challis'.

Kim Challis

**Regional Managing Director
UK & Ireland
May 2018**

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 corporate social responsibility report is just one of the ways that we are reinforcing our commitment to our people, and the places and environments in which we work. It allows us to highlight the steps that we as a company, and the mobility industry as a whole, are taking to move forward.

Building upon the success of our last report, we have endeavoured this year to enhance our reporting yet further, with the inclusion of new sections on highlighting our initiatives in areas such as diversity and recruitment. We also delve further into some of the innovations APCOA is bringing to the table, and the changes we are making for our customers, employees, and the environment.

The past decade has seen the sector change and embrace new technologies at a faster rate than ever before. Electric cars, ANPR systems, and digital payments are just some of the developments we have seen across the sector- and with autonomous vehicles on the horizon the industry is likely to change even more!

We strive every day to meet new challenges within the parking sector, contribute to the communities we work in, and create fantastic environments for our colleagues. 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.

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.



over

2100 EMPLOYEES

working for APCOA across UK and Ireland



over

800 SITES

across off-street, airports, rail, and the NHS
with many more locations in partnership with local authorities

2018 will see continued partnership with **Travel Lodge Hotels, Redbridge, Maidstone and Swale councils.**

2017 saw APCOA Ireland strengthen its rail portfolio and was awarded a **5 year contract** to manage **67 car parks nationwide** for **Irish Rail.**



APCOA has a growing on-street presence, with the introduction of **Lincolnshire** notice processing and **Bromley and Bexley** contracts.

2017 saw us welcome the **Isle of Wight NHS** as a new APCOA car park location.

AS THE PARKING PROVIDER OF CHOICE ACROSS THE UK AND 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
- Parking Equipment Supply and Maintenance
- Signs and Lines
- Notice Processing, Permit Suspensions & Dispensations
- Management
- Representation and Appeals' Service
- School Crossing Patrols
- 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
- Electric Vehicle Charging

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.



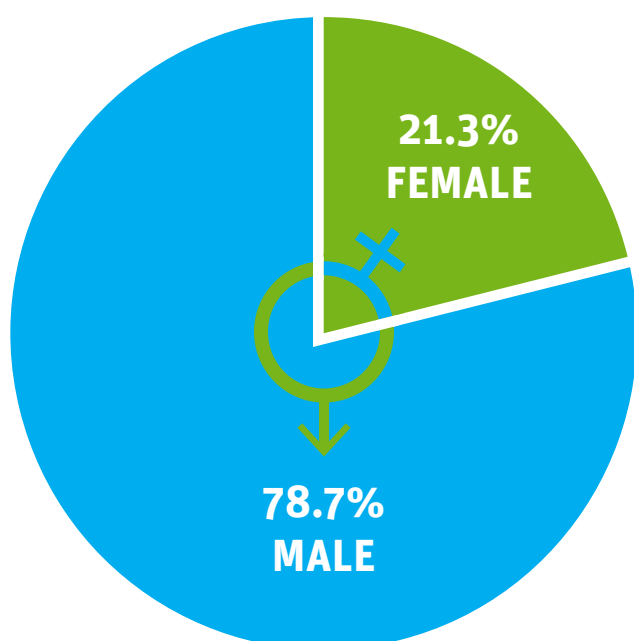
OUR PEOPLE



We are proud to employ a diverse range of people, from all walks of life. No matter your age, race, gender or sexuality- you have a place at APCOA.

Across our business we take part in voluntary diversity monitoring, some of the results of which you can find summarised over the next couple of pages. Although these numbers only give us an indication of our progress towards recruiting and supporting a diverse workforce, we do believe that they can be a useful way of creating goals for the future.

The parking industry has traditionally struggled to balance gender, with women across all job-levels having much lower rates of recruitment than that of their male counterparts. In this difficult climate, we are proud to say that 21.3% of our employees are female - and that number is only growing!



APCOA Colleague Age Distribution December 2017	Numbers	%
65+	86	4.2%
55 to 64	291	14.42%
45 to 54	421	20.85%
35 to 44	490	24.30%
25 to 34	536	26.64%
18 to 24	193	9.59%
Total	2017	

London Living Wage

APCOA are committed to fair working practices, and a fair rate of pay, for our workers whether they are directly employed, agency workers or sub-contractors. We are fully dedicated to equality of opportunity for all. We comply with our statutory obligations regarding paying the National Minimum Wage and the National Living Wage as a minimum for all colleagues. Our ultimate goal for colleagues who work on one of our London operations is to pay the London Living wage (LLW), and in the past 3 years we have moved to a point where we pay the LLW to more than 75% of colleagues who work in London. Three years ago we were paying 35% of London based workers the LLW; so a real improvement!

RECRUITMENT



It is extremely important to us that we hire the right people for the job. But in an industry with a traditionally high turnover of staff, this can be a challenge. That is why we have decided to commit ourselves to the recruitment process, and have put in place a project in 2017 and beyond to improve our systems, training, and accreditations to make applying for a job with us, learning with us, and working with us the best it has ever been.

2016 saw Passport to Success launch, a brand-new management training scheme we have created to make sure that all of our colleagues, especially those supporting others, have access to the training and support they need. In 2017 we are pleased to report that the programme continued to be a success. All Managers begun their participation and they have provided us with some great feedback on how to improve the course for the future.



We pride ourselves in achieving the highest standards we can as an employer. This year will see us renew our Investors in People Gold award, building upon our larger training and recruitment project



We are currently in the process of refining and launching our new recruitment system, powered by Eploy. A robust recruitment engine ensures we can choose the best candidates, assess their training requirements, and provide guidance and support with their applications. Our goal is to achieve all of this while also streamlining the recruitment process to make it easier for people from all walks of life to apply.

WORK & LEARN!

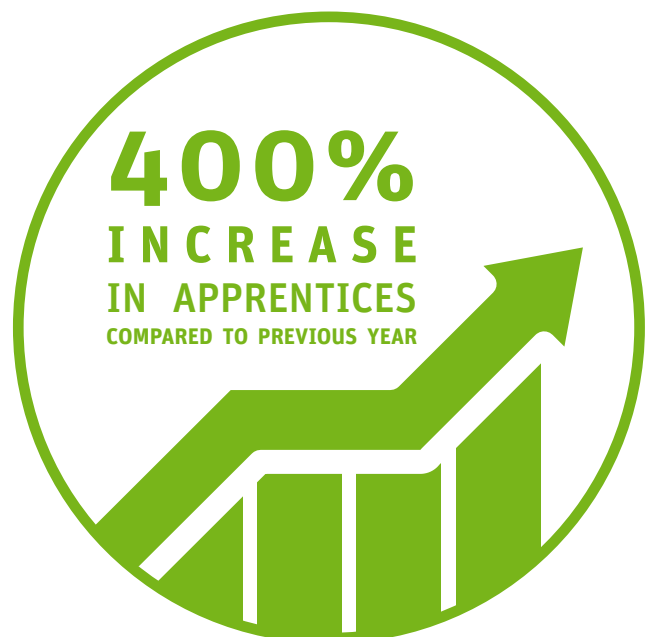


Apprenticeships

2017 saw the introduction of the Apprenticeship Levy for companies whose pay bill is over a certain threshold, as well as new government guidance on apprenticeships and learning. These new changes inspired us to look at our own apprenticeship programme with a view to expansion, investment, and improvement. We believe it is our duty to support the communities we work in, and the people who work for us: and what better way to do so than through a robust apprenticeship and training programme.

In 2017 we had an **increase of 400%** versus the previous years' number of apprentices. Not only did the overhaul of our apprenticeship system benefit young people looking to work and earn a qualification at the same time, it also supported older colleagues' gain qualifications that they thought were out of their reach. This means that we can offer all our eligible existing employees new accreditations and training at no cost to them, boosting their skills and employability.

Although young people currently make up the smallest proportion of our employees, we hope that this new initiative will encourage the younger generation to join the parking sector and drive forward the future of the industry.



EMPLOYEE RECOGNITION



GLEN HORTON
HR DIRECTOR

At APCOA we believe we have a duty to develop our employees and provide the support they need to accomplish great things. This is of course achieved through traditional methods such as training schemes and performance reviews, but we used 2017 to focus on an often forgotten method: rewards and recognition.

2017 saw us hold our inaugural Employee of the Year event, this was after we had completed a full year of Employee of the Month. We had a wonderful evening celebrating and recognising all the great work our colleagues do. The shortlist was difficult as we had 144 monthly winners to shortlist for an annual award – not an easy feat! On the night we were honoured to host 16 award winners, and their guests, from across the UK and Ireland at the RICOH Arena for an awards event created exclusively for them.

It was a fantastic night where APCOA could return a little bit of the dedication that our employees put into their work each and every day.

Without the fantastic hard-work and dedication of our staff, APCOA would not be the company we are today. They are what keep the business ticking over, our clients and customers happy, and new business coming in. It is important, in such a fast paced and ever-changing business, that we both remember and recognise this.

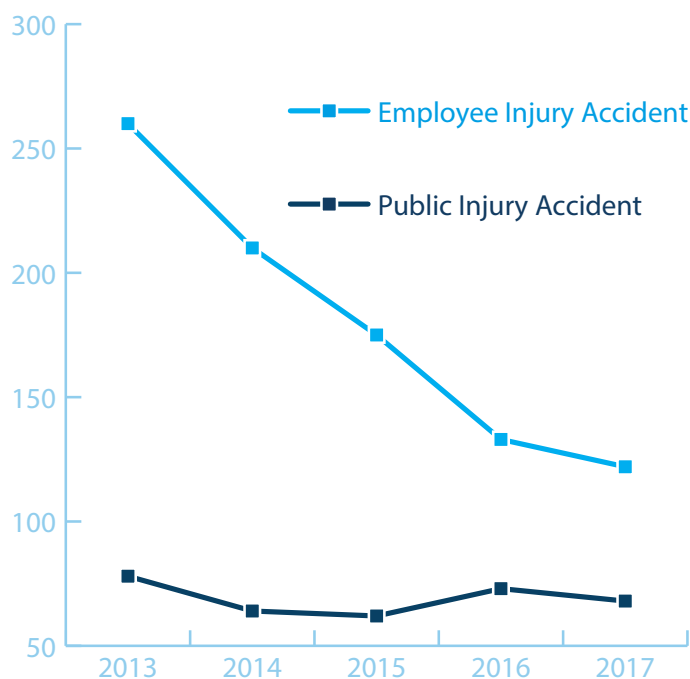


SAFETY FIRST

As part of the wider transport sector, the Parking Industry has a number of unique challenges to overcome in regards 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 a number of 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.



In 2017 the total number of injury accidents saw another year on year reduction. In 2017 there were **8% less** injury accidents across the APCOA estate compared to 2016. This is despite significant business growth with large contracts such as Bromley and Bexley coming on-stream.

Over a five year period APCOA has seen year on year decreases in accidental injuries with an overall **45% reduction** since 2013.

APCOA colleagues work in a variety of dynamic and unpredictable environments, including Hospitals, Arenas, Airports, High Streets and Residential Estates. In 2017 we had a year on year **reduction of 8%** in the number of injury accidents which involved a colleague. Over the last five years there has been an overall **54% drop** in the number of injury accidents involving an APCOA colleague.

Tens of millions of members of the public use APCOA managed sites across the UK every year in diverse environments ranging from airports, hospitals, town centres, arenas and train stations.

In 2016 we experienced a slight increase in the number of injury accidents which involved a member of the public. However, in 2017 we were back on track with a year on year **reduction of 7%** and an overall five year **reduction of 26%**.

26%

45%

54%

APCOA PARKING

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.

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.

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, you will swiftly inform 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

SIGNED: _____

PRINT NAME: _____

Other Campaigns

We continued with our **SEE IT – SORT IT** campaign. This is specifically targeted at reducing the number of slip and trip incidents across all APCOA sites. This has been a very successful campaign which resulted in a 26% year on year reduction in slipping and tripping incidents.

Through our ‘**See it – Sort It**’ campaign, as well as other national and local initiatives, we are looking to reduce the accident incident rate across our business to **0.5 or less by 2021**.

Advice from our ‘See it – Sort it!’ campaign includes:

Make sure there are plenty of warning signs on wet floors. Don't forget to remove them once the floor is dry!

Make sure electrical cables and leads are safely positioned. Where cables have to cross walkways – e.g. during cleaning, make sure there are plenty of warning signs posted and remove them as soon as cleaning has finished.



STAND UP FOR YOUR HEALTH

In 2017 saw the first of our Colleague Wellbeing campaigns, which 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.



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.



Healthcare



Training

APCOA fully understands the vital importance of providing colleagues with the information, instruction and guidance they need to work safely. In 2017 amongst other health and safety training; over 200 ROSPA accredited health and safety courses were successfully completed by APCOA colleagues.



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.



Sedex[®]
MEMBERSHIP

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

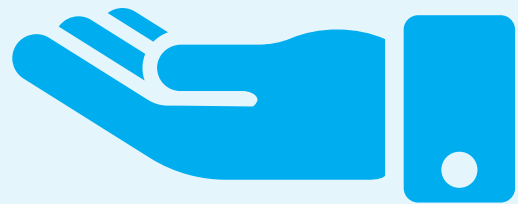
Sedex membership not only helps us to measure and improve our social and ethical practices, but it means we can guarantee access to new markets or customers who are equally interested in meeting legal and ethical requirements.

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.



Prompt Payment Code



By signing up to the Code, you commit to:

Pay suppliers on time

- within the terms agreed at the outset of the contract
- without attempting to change payment terms retrospectively
- without changing practice on length of payment for smaller companies on unreasonable grounds

Give clear guidance to suppliers

- providing suppliers with clear and easily accessible

guidance on payment procedures

- ensuring there is a system for dealing with complaints and disputes which is communicated to suppliers
- advising them promptly if there is any reason why an invoice will not be paid to the agreed terms.

Encourage good practice

- by requesting that lead suppliers encourage adoption of the Code throughout their own supply chains

And you will have demonstrated by supplier references that you are doing all of the above.

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 – Suppliers of CCTV/ ANPR solutions

“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.



ENVIRONMENTAL AND CO2 REDUCTION INITIATIVES



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.

CO₂e Reduction Highlights



We have set our objective to achieve a 20% carbon reduction target by 2021.



APCOA planted 60 trees in the UK by offsetting carbon emissions associated with paper use.



Offset 60 tonnes CO2e through the Portel-Para 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.



More than 1,300 APCOA PARKING managed sites programmed into leading satnav systems.



Electric charging points rolled out in the majority of APCOA run car parks.



LED lighting and proximity sensors reduce car park energy consumption by more than 70%.



The replacement of a patrol vehicles in Maidstone and Swale so they are 100% green with hybrid bicycles, saving 18,000 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 satnav 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 satnav 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



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



Operate solar powered barriers which controls entry into the cars



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 1.2tCO₂e 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 Citaro model also has the German Blue Angel Certification (Gold) for environmental approval.

ESOS
Compliant



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.



Electric 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.



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.

We continuously aim to promote and provide electric car charging points across the majority of APCOA run 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.

There are six charging bays in the airport's public car parks – four in short stay and two in priority parking. With no extra charges for this service, drivers simply hook up to a charging point and pay normal parking rates.

Over the course of the first year, the airport estimates that the charging bays will reduce carbon dioxide emissions by 1500kg (2400kWh) – the amount of greenhouse gas from an average passenger car driven 4375 miles.

“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.”

-Dave Lees, Managing Director of Southampton Airport



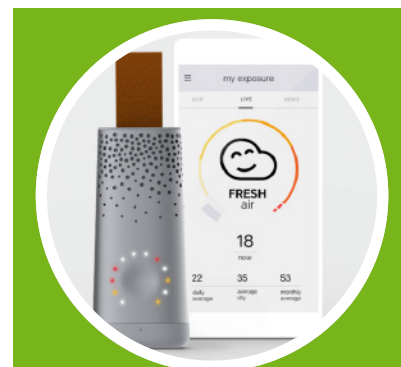
Air Quality



APCOA has undertaken the process of investigation and engagement in relation to supporting our clients' air quality programmes through intuitive and innovative means.

Our first mobile monitoring solution was developed in 2015 in discussion with Environmental Research Group (ERG) at King's College London and Drayson Technologies. The solution was in the form of a **CleanSpace Tag** and a smartphone with an application which captures the data from the tag and communicates that data to a centralised service. At the time, the technology had not matured to allow effective measurement of particulate matter.

As this is an emerging technology, there are no obvious market leading technology providers; however, the monitoring instrument technology is a rapidly expanding marketplace and there are some innovative devices coming to the fore.



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

A SUCCESS STORY: TRAFFIC MANAGEMENT SYSTEM AT STOCKHOLM ARLANDA AIRPORT



TMS delivers huge reductions in CO₂ emissions and improved service quality.

APCOA PARKING in Sweden offers a range of services for taxi management at airports, from pre-reservation through to fee collection. They manage and control access flow to the entry zone, in compliance with all safety standards.

PROVEN BENEFITS:

- SEK 56 million additional revenue per year
- Relaxed and satisfied taxi drivers
- Short journey option
- Improved service quality for passengers, including choice of different providers or taxis
- Highly satisfied B2B client

REMARKABLE RESULT FOR SUSTAINABILITY

FROM 16% TO 84%

rise in proportion of environmentally friendly taxis

APPROX. 45,000 TONS CO₂

displacement savings

11,000 TONS CO₂

saved on journeys to Arlanda

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.

SUSTAINABLE CHARITY



caring for people with a life limiting illness

One charity partnership we have built over the last few years is with Hull charity Dove House Hospice. Kick-started at the end of 2015, what started as one-week of fund-raising has now transformed into a long-term venture.

The scheme donates 50p of every Saturday ticket and £5 per month from every monthly season pass sold at King William House to the charity. The project has received fantastic support from residents, businesses and staff on site, and has even seen an increase in the number of tickets sold! The monthly contribution figure has now surpassed £500 per month, and both the team and hospice are really pleased.

In the last 18 months APCOA have raised over £14,000 in charity initiatives for Dove House.

Specialists in palliative care, Dove House provides services to anyone over the age of 18 who has an illness which can no longer be cured. The hospice is fully funded by the local Primary Care Trusts and local fundraising initiatives - they never charge for any of their services.

"We are completely reliant on the generosity of companies such as APCOA and we are incredibly grateful for them thinking of us with a great charity scheme."

Jethro Shearring
Fundraising Coordinator at Dove House

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



Sponsorship for local Youth Football teams

APCOA sponsors local football teams like Manorcroft United, who play under the flight path of one of our main clients, Heathrow. We support them by funding their football kits and equipment purchases allowing them to play their summer tournaments.

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.

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 in Feb 2018. 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.”



OUR 2021 CSR GOALS



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.

OUR PEOPLE	<ul style="list-style-type: none"> GOAL #1 To achieve the investors in People Platinum Award GOAL #2 To have all new employees, where eligible, enrolled onto a scheme that grants them qualifications while they work GOAL #3 To reduce the abuse rates of our officers by 60% through community outreach and learning programmes GOAL #4 To reduce our accident incident rate to 0.5 or less, from current level of 1.99
OUR COMMUNITIES	<ul style="list-style-type: none"> GOAL #5 To extend links to communities by having 40% of our private commercial sites aligned with a local charity GOAL #6 To have each of our sectors (Rail, Healthcare, On-street, Airports and Events) aligned with an overarching charity partner GOAL #7 To improve local communities by providing at least 5 new local councils with Environmental Enforcement services
OUR ENVIRONMENT	<ul style="list-style-type: none"> GOAL #8 To assist local governments in their efforts to create Low Emission Zones through the creation of electric vehicle incentive schemes and Park and Ride sites GOAL #9 To have more than 100 electric vehicles across our fleet GOAL #10 To have at least one electric charging point installed at 50% of our managed and owned sites GOAL #11 To reduce the number of sites requiring printed tickets by 25% through APCOA connect and ANPR systems

