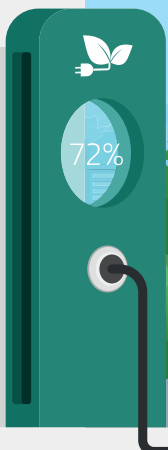


UK & Republic of Ireland ESG Report



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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 the our colleagues, our customers and suppliers, our communities and the environment we work in across UK and Republic of Ireland. It allows us to highlight the steps that we as a company, and the parking industry as a whole, are taking to move forward.

Working upon the success of our last report, we have endeavoured this year to enhance our reporting even further, with the inclusion of new sections on topics such as diversity, and recruitment. We also delve even further into some of the innovations we as a company are bringing to the table which support our sustainable objectives. The past decade has seen the sector begin to change and embrace innovation at a faster rate than ever before. We are starting to see the lines connect between parking and mobility. Electric cars & EV charging, ANPR systems, micro-mobility solutions and Smart City digital solutions are just some of the innovations we have seen 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 partner of choice for our clients especially Local Authorities, Rail and Airports who need to solve the urban challenges of traffic, pollution and citizen wellbeing. 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.



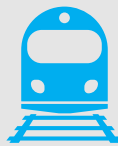
A handwritten signature in black ink, appearing to read 'K. Challis', with a stylized flourish.

Kim Challis
Regional Managing Director
UK & Ireland
May 2020

OUR PROFILE



Over 2377 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

- 2019 saw us welcome new partnerships with [TESCO](#), [The Event Complex Aberdeen TEC](#), [Hilton Hotel Aberdeen](#), [ALOFT Hotel Aberdeen](#) and [King Street Halifax](#) and saw continued partnerships with [London Borough of Southwark](#), [Heathrow Airport](#) and [Network Rail](#)
- In 2020 APCOA UK & IRE welcomed new partnerships with [Govia Thameslink Railway](#), [Forest of Dean and Cotswold Council](#), [Hull NHS](#), [Moseley Hall Hospital – Birmingham Community Health Care NHS Foundation Trust](#), [Circle Birmingham Hospital – Circle Health](#), [Keltay House Development](#), [Norwich Research Park](#), [Bridge Cottage NHS – Welwyn](#), [Clayton Hotel](#), [Metro Hotel](#) and [O Loughlins Hotel](#)
- 2020 will see Continued partnerships with [Royal Orthopaedic Hospital](#), [Wembley Park](#), [Irish Rail](#), [Ros an Mhil](#), [Limerick Institute of Technology](#) and [National Museum of Ireland](#)

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.

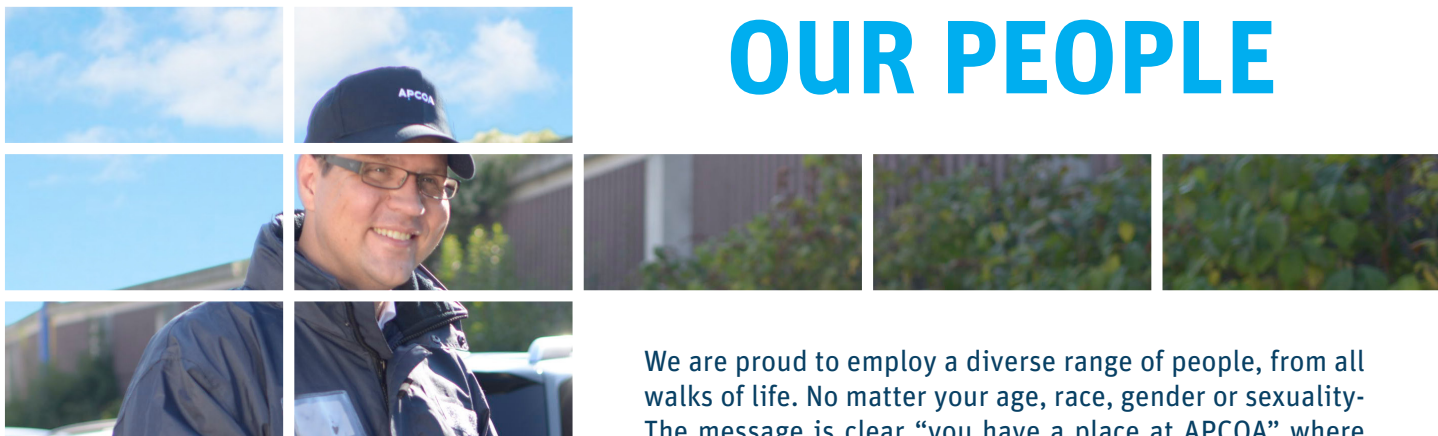
OUR BESPOKE ENFORCEMENT SOLUTIONS INCLUDE:

- Parking enforcement
- Car Park Management and Maintenance
- Car Park Design and Building
- Vehicle Pound Provision and Management
- 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.



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- The message is clear “you have a place at APCOA” where we ensure inclusion for all!

We continue to carry out voluntary diversity monitoring to ensure that each place of work represents the local community it serves. A selection of our results have been summarised over the following pages.

For many years the parking industry has traditionally struggled to balance gender, with men across all job-levels having much higher rates of recruitment than that of their female counterparts. We have focused on the type of employment we offer, and providing more flexible working opportunities has seen the year on year increase of female employees continue in a positive trend. We are proud to say that **29.9% of our employees are female** and we hope that this number will continue to grow as we have seen in the past 5 years.

APCOA Colleague Age Distribution December 2019	Numbers	%
65+	86	4.1%
55 to 64	291	14%
45 to 54	421	20.2%
35 to 44	556	26.7%
25 to 34	536	25.7%
18 to 24	193	9.3%
Total	2083	

29.9% Female

70.1% Male

LONDON LIVING WAGE

APCOA are fully 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 inclusion of opportunity for all. We are compliant with our statutory obligations regarding paying the National Minimum Wage and the National Living Wage as a minimum for all colleagues. 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 increase the number of colleagues we pay the LLW who work on our inner London to over 95%; a great achievement in a year.

We saw the number of colleagues who are paid the LW more than treble and we want to get that figure to 100% in the next few years. With Living Wage accreditation as our ultimate goal.

RECRUITMENT

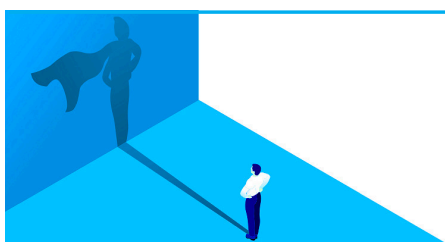


Getting the right people is critical to our business remaining successful, and in an industry with a traditionally high turnover of staff, this is a challenge that we do not take lightly. That is why we made the decision to mobilise a dedicated Recruitment Team and to invest in a recruitment system, powered by Eploy, which streamlines the process and ensures we can identify the right candidates, their individual training needs and supports them on their application journey. We have an inclusive recruitment process that now makes it easier for people from all walks of life to apply for our roles.

We are pleased to report that our managers continue their participation in our Passport to Success programme, which was designed to give our management population the skills to carry out their role successfully. Feedback has been positive and we are now working on a course for our managers of the future. Provisionally titled Stepping into Management, this suite of learning will be designed to give our Supervisory population the competencies to take on more senior positions. Succession planning is key and we want to ensure we are in a good position in the medium to long term.



We pride ourselves in achieving the highest standards we can as an employer, and as an Investors in People Gold employer continual improvement is in our D.N.A. At the end of this financial year we will carry out our engagement survey to get feedback from our colleagues regarding their experience working for our business during this past year. Each year is important to us but this year has been an especially difficult year due to the COVID-19 pandemic.



WORK & LEARN

APPRENTICESHIPS

The introduction of the Apprenticeship Levy was a big moment for us as a business and it really made us think about how we invest in our colleagues; not just in the present but how we better talent manage for the next 3-5 years. 2019 saw us push our apprenticeships to a new level! We have over 80% of 19-24 year olds on an apprenticeship scheme.

In addition to this great achievement we also saw the number of colleagues aged 25 or over who had not undertaken any formal qualification since secondary school start an apprenticeship. This has really driven down attrition rates for this age group in particular. Being able to offer free education has been really pleasing and the positive impact the apprentices have said it has had on their self-confidence is brilliant to hear.

The investment and commitment we have made to driving up the number of apprentices we employ has really had an impact around the business.

It is our duty to support the communities we work in, and the people who work for us: and there is no better way to do so than through a robust apprenticeship and training programme.



EMPLOYEE RECOGNITION

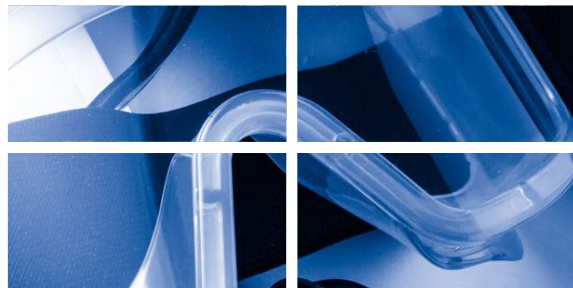


At APCOA we recognise and celebrate the important work that our colleagues do and we firmly believe that in doing so we bring the very best out of our people; which in turn gives our clients, customers and community's world class service.

2019 saw us hold our annual employee recognition night at the Ricoh Arena in Coventry; the 4th outing of this event. We had more than 150 monthly winners to shortlist this year- no mean feat in itself! I'm pleased to report that we spent a wonderful evening hosting 18 award winners, and their guests, from across our UK and Ireland businesses at an exclusively created event. It is only right that we give back to the people that make our business what it is.

In such a fast paced business we need to ensure we take the time out to recognise our people, and with the Employee of the Month programme, which feeds into the annual event, now well established we have ensured that all colleagues have a platform for their great work to be recognised and celebrated.

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 2019 there was a further reduction in the overall number of injury accidents. We had a 4% reduction in injury accidents compared to the year before (2018). Over a five-year period, we have had year on year reductions of 26% since 2015.

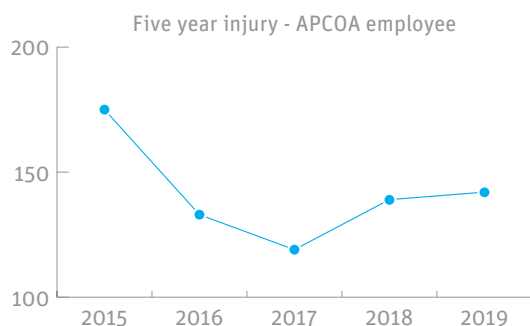
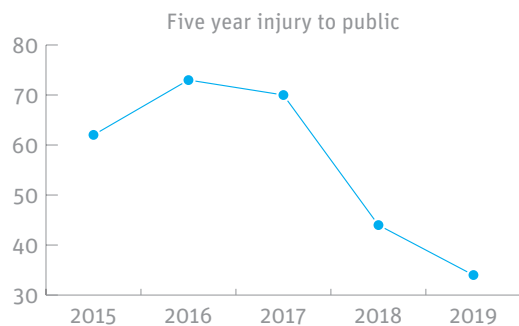
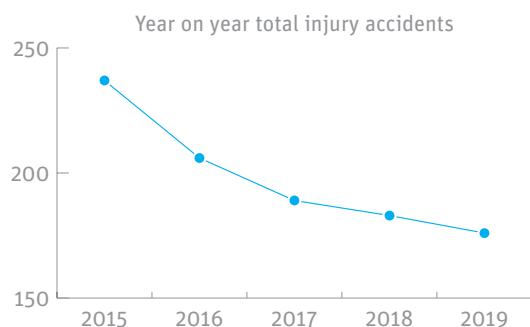
This reduction is in spite of strong business growth over the same period.

Since hitting a peak in 2016, we have focussed on reducing the number of injury accidents involving a member of the public at sites under our control. 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 2019 we saw further reductions in the number of public accidents, dropping from 44 in 2018 to 34 in 2019. This is a 23% reduction year on year and a 45% reduction over the previous five years.

APCOA colleagues work in a variety of dynamic, unpredictable and often challenging environments, including Hospitals, Arenas, Airports, High Streets, Town Centres and Residential Estates. In 2019 we had a slight increase (3) in the number of injury accidents which involved an APCOA employee.

However, over a five period, we have still achieved an overall 20% reduction in the number of injury accidents involving an APCOA employee.



MAKING 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.

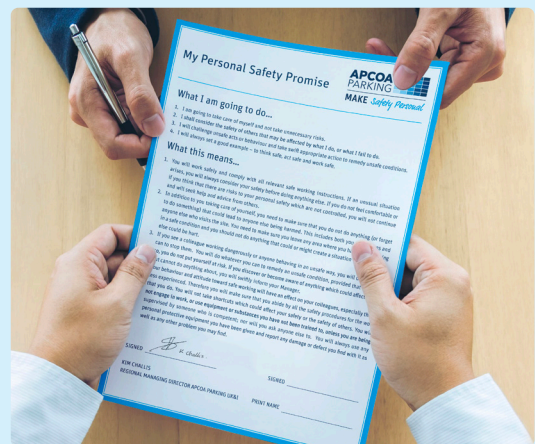


On their first day with APCOA all new colleagues are asked to sign their Safety Promise, committing them to considering safety in everything they do. The Safety Promise has been countersigned by Kim Challis our Regional Managing Director; demonstrating top level commitment to health and safety.

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. This campaign is proving successful and has helped to contribute to year on year reductions in the number of injury accidents.

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.

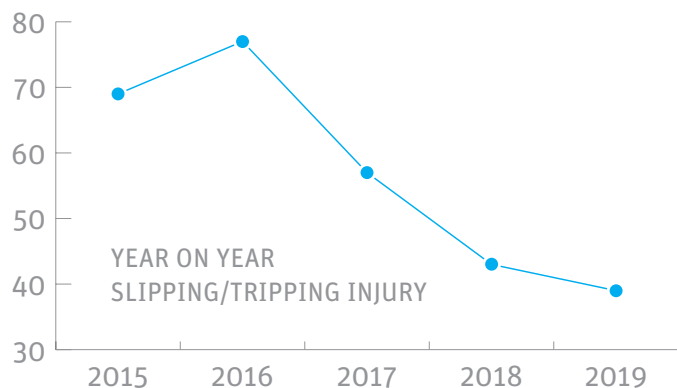


OTHER CAMPAIGNS

A combination of tens of millions of customers using our facilities and hundreds of thousands of hours worked, has made slips and trips on the same level the greatest cause of injury accidents reported across APCOA.

Our **See It – Sort It** campaign is specifically targeted at reducing the number of slip and trip incidents across all APCOA sites.

By raising awareness of slip and trip hazards and encouraging 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 43%**.



STAND UP FOR YOUR HEALTH

This is the first 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 a Mental Health Awareness & Wellbeing booklet was produced and issued to every colleague.



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.



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 all Contract Managers completed the IOSH Managing Safety course.

IOSH Managing Safety 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.

WORKING WITH APCOA



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.

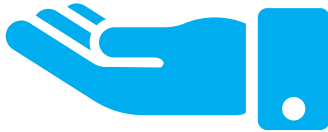
Sedex membership not only helps us to measure and improve our social and ethical practices, but it means we can guarantee access to new markets or customers who are equally interested in meeting legal and ethical requirements.

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.



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 – 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.
- 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-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
- ✓ 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
- ✓ 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 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 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
- 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



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



VEHICLE IDLING AND CLEAN AIR WEEK

Throughout Lambeth Council, every month 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.

**ESOS
Compliant**



We conduct companywide 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 is 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.

AIR QUALITY

We support our clients' air quality programmes through intuitive and innovative means. In 2019 we sourced and deployed wearable compact environmental pollution monitor trackers on all CEO's at Maidstone and Swale Councils.

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

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

⚡ 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.



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 of these points were to be located on the 1st floor, with two in the Priority Parking area. The remaining EV point allocated to the future Electric patrol vehicle for APCOA.

⚡ ⚡ ⚡

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.

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.

Southampton Airport has ordered the installation of a further 4 charging points to be installed on the top floor of the Short Stay car park in 2019.

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.

”

Dave Lees, Managing Director of Southampton Airport.

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 2019, APCOA operational and business vehicles drove approximately 6.7 million miles (that's around 13 return trips to the moon) which created around 870 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.

CO₂ REDUCTION INITIATIVES ACROSS EUROPE

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
- 11,000 tons CO₂ saved on journeys to Ariandaa
- Approx. 45,000 tons CO₂ displacement savings

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

One charity partnership we have built over the last few years is with St Luke's hospice in Sheffield. Kick-started back in July 2018, and has now transformed into a long-term partnership.

The scheme makes donations to the charity from support of promoting APCOA's parking products at the Moor car park in Sheffield. The partnership has seen APCOA donate over £6,403 to the charity and both the team and hospice are really pleased.



**dovehouse
hospice**

caring for people with a life limiting illness

APCOA raised over £18,000 in charity initiatives for Dove House Hospice over a period of 3 years.

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 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. Since then APCOA have been assisting 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.

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. 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, we support them by funding their football kits and equipment purchases allowing them to play their summer tournaments.



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.

<p>OUR PEOPLE</p>	<p>GOAL #1 To achieve the investors in People Platinum Award</p> <p>GOAL #2 To have all new employees, where eligible, enrolled onto a scheme that grants them qualifications while they work</p> <p>GOAL #3 To reduce the abuse rates of our officers by 60% through community outreach and learning programmes</p> <p>GOAL #4 To reduce our accident incident rate to 0.5 or less, from current level of 1.99</p>
<p>OUR COMMUNITIES</p>	<p>GOAL #5 To extend links to communities by having 40% of our private commercial sites aligned with a local charity</p> <p>GOAL #6 To have each of our sectors (Rail, Healthcare, On-street, Airports and Events) aligned with an overarching charity partner</p> <p>GOAL #7 To improve local communities by providing at least 5 new local councils with Environmental Enforcement services</p>
<p>OUR ENVIRONMENT</p>	<p>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</p> <p>GOAL #9 We are committed to transitioning our fleet as far as possible to hybrid or electric vehicles by 2030</p> <p>GOAL #10 To have at least one electric charging point installed at 50% of our managed and owned sites</p> <p>GOAL #11 To reduce the number of sites requiring printed tickets by 25% through APCOA connect and ANPR systems</p>

