



ESG Report 2021

MONITORING OF SUSTAINABILITY

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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 Italy.

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.



ARTURO BENIGNA
Managing Director Italy
January 2022

Our Vision

APCOA joins the race to make the world a better place

APCOA firmly believes in acting responsibly and proactively in terms of innovation and sustainability.

We operate in a sector in continuous and rapid evolution that we have seen approaching the integrated and intelligent mobility ecosystem of Smart Cities more and more in a very short time. This reality is destined to change even further with the advent of new large-scale technologies such as electric and self-driving cars or with the adoption of new sustainable measures such as renewable energy sources.



Our market leader experience and our acquired know-how allow us to maintain a position of trust for our potential partners who need parking management solutions oriented towards solving problems in the field of urban traffic, pollution and customer welfare.



The Company in Numbers



APCOA with more than 35 years of experience is recognized as the market leader with more than 120 car parks and over 80.000 parking spaces under management.

The company's field of operation ranges from urban areas such as the central XXV Aprile and Mascagni car parks in Milan, Cittadella in Verona, to the important airports of Bari, Linate, Malpensa and Orio al Serio and the hospital complexes of Lucca, Massa, Pistoia, Prato, Mestre, Segrate and Varese.

Focusing on the Environment

APCOA has always recognized the importance of the environmental responsibilities of the sector and has in fact been certified according to the ISO 14001 standards for his environmental management system.



Some types of parking, such as multi-storey, help by their own nature to reduce emissions and improve the quality of urban life, concentrating cars in a single building and emptying the streets of city centres.

Through the constant update of our systems and the use of the best technologies on the market, we also contribute by reducing emissions, improving air quality, limiting energy consumption and paper waste.

Our focus in terms of actions are:

- The continuous maintenance and update of navigation data on the most used driving systems as well as the periodic revision of the road signage favours a more fluid traffic management thus reducing the emissions caused by the search of a parking space;

- The introduction of ticketless payment systems, together with license plate recognition, makes possible to reduce the use of paper tickets as well of paper waste, and streamlining the traffic at the entrance and exit of the car park, reducing also the emissions;



- The adoption of LED lights to replace the neon ones which, in addition to being more eco-sustainable, also brings great benefits in terms of electricity consumption (reduction of consumption up to 30%) which is further benefited by the installation of motion sensors for the intelligent switching of parking lighting. With about 20 car parks already fully converted to LED, and the remaining subject to a gradual transformation that goes hand by hand with the progressive exhaustion of the neon lamps currently in operation, we avoid the production of waste deriving from the disposal of equipment that is still functioning;

- The use of photovoltaic panels at the parking in via Dante in Sassari where, at the beginning of our management, a photovoltaic system was installed for the direct production of green energy and also on all newly installed parking meters to allow the recharge of internal batteries;

- The presence of real time occupation systems in the car park that reduce driving time in the parking lanes and automatic ventilation systems help to maintain a clean environment and good air quality in the busiest areas;



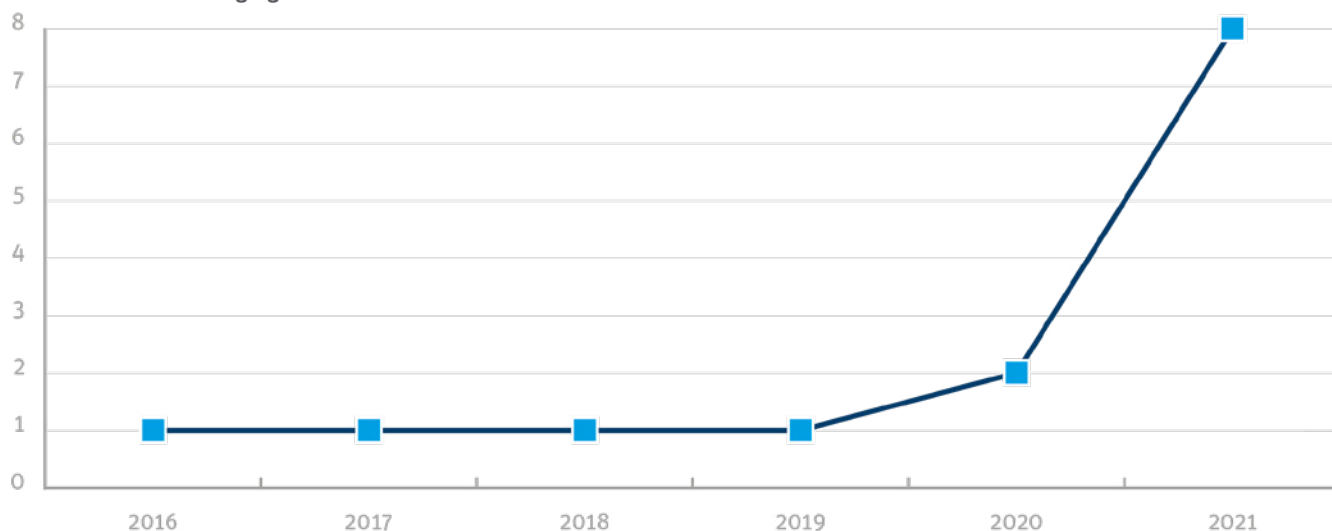
- We also make use of highly specialized figures, such as the energy manager with whom we collaborate and with whom a pilot project has been launched in Verona Cittadella aimed to accurately measure the consumption of each device installed, in order to identify the areas that offer possible margins of improvement.



Over the last few years, activities have also been taken to expand the fleet of electric charging stations in order to encourage the adoption of eco-sustainable vehicles by both APCOA and customers.

In the last year we have in fact equipped some parking spaces of 6 car parks in our management in addition to the two in which these systems were already installed.

Sites with charging stations



We also plan to do the same in new sites over the next few months, continuing to work with our current partners and finding also new ones. Based on the demand trend, agreements have also already been taken for the possible enhancement of the recharging systems currently installed.

It should also be noted that within the company car fleet there are now 6 electric cars at Cagliari harbour, used for both rental and business needs, and 3 hybrid cars.



In order to limit as much as possible the pollution factors that can be generated inside the car parks, we have also established strict procedures for the disposal of special and dangerous waste with a “load and dispose” register for the waste storage areas and we put into practice a careful differentiated collection for all urban waste.

As a company, we also pay particular attention to the area in which we operate, giving extreme importance to environmental protection and putting in place all the necessary investments, not only to comply with the obligations established by law, but also to prevent any damage to the environment from our customers behaviour. In order to keep our attention, for example, we perform frequent water cleaning of the parking areas and then give the collected residual water to authorized companies for the recover or disposal of this kind of waste, preventing the dispersion into the environment of any polluting substances.



Social Commitment

Our People

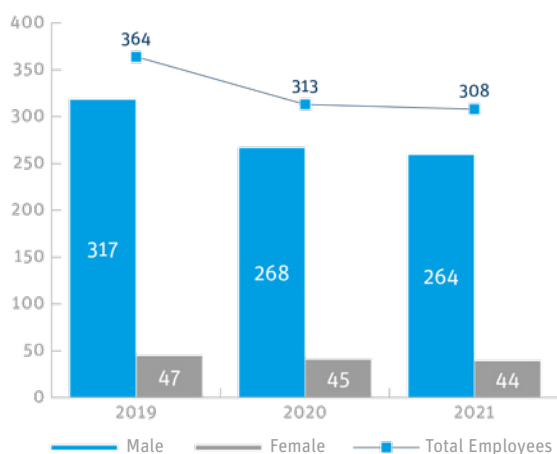
This great success would not have been possible without the commitment and perseverance of our over 300 employees spread across all Italian regions.



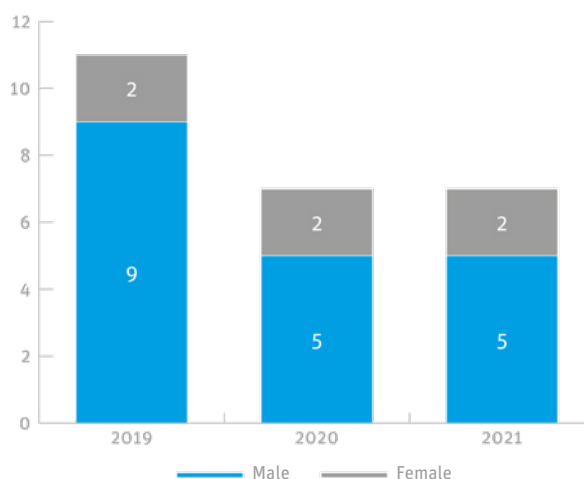
Diversity and Inclusion

APCOA demonstrates a constant social commitment by guaranteeing equal opportunities in the workplace to both candidates and current employees regardless of gender, ethnicity, age or sexual identity. The contractual conditions of wages are also always guaranteed in accordance with the national collective labour agreement for our sector.

Total Employees



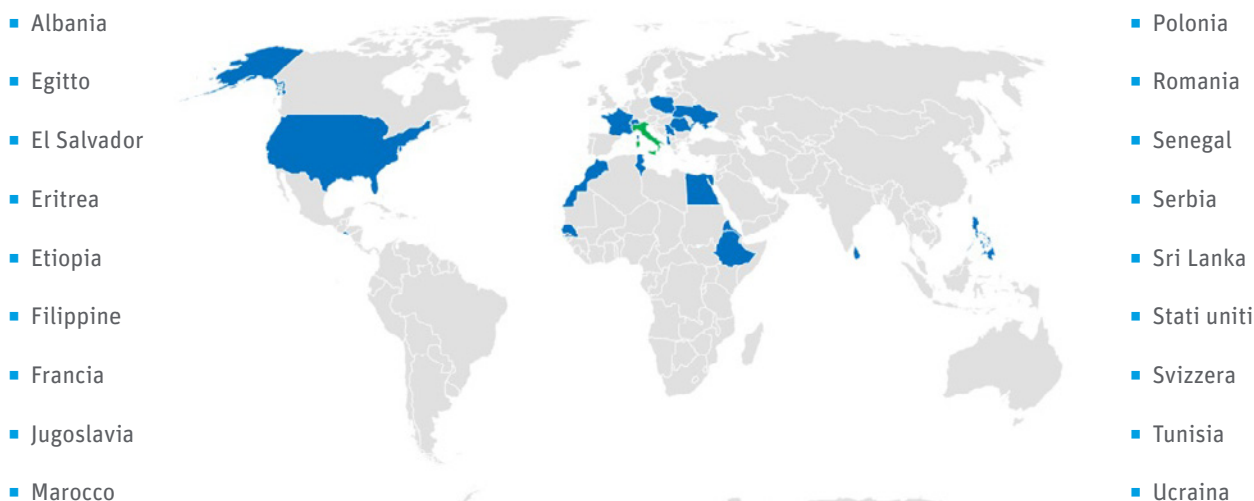
Managerial Class



Although in the past the base of workers in parking lots for cultural reasons was purely male, today we count an increase in applications of female subjects to fill our open positions. This has brought the percentage of women in our staff to a solid 15% which, by filtering this analysis only to the managerial class (staff with managerial and middle level) reaches a value of about 30%.

The nationalities and ethnicities of our colleagues find their origin mainly in Europe but also extend overseas. In 2021, in addition to the 285 employees of Italian origin, there are 23 workers from other states.

Countries of Origin:





WE CAME OUT STRONGER

Periodically, through the Microsoft Teams platform, the central management makes conference calls open to every employee in order to give updates on the progress and objectives of the company and to collect any suggestions aimed to improve the social environment or new ideas for expanding the services offered. For those unable to participate in these events, the management regularly uploads summary newsletters in the personal area of each employee.

APCOA cares about the health and well-being of its employees both inside and outside the workplace and therefore offers:

- Periodic and specific medical visits through the dedicated doctor in accordance with legal requirements
- Subscription to the East Fund as supplementary healthcare assistance for the our sector
- Agreement with the ARMONIA multi-specialist centre which give access to reserved discounts
- Access to the CorporateBenefits portal which collects an interesting number of discounts on hundreds of brands and products



In a landscape of always more specific and critical skills for our business, APCOA has introduced new methods of recruiting personnel and applications via LinkedIn and a new dedicated section of the website.

Through these tools it is possible to make more efficient and targeted research on the market as well as guaranteeing equal opportunities and the possibility of growth for our employees thanks to internal self-nominations for open positions.



Safety First



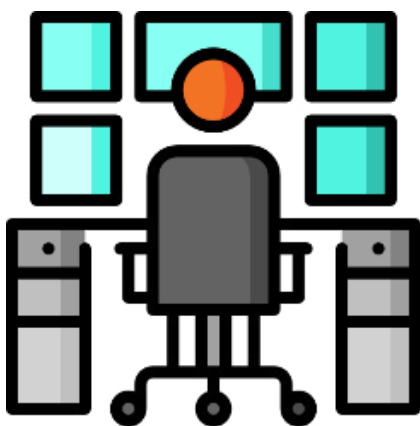
Dasa-Rägister
UNI ISO 45001:2018
IS-1114-04

APCOA puts safety first for all its stakeholders, whether they are employees, customers or its maintainers, having also been ISO 45001 certified.

Parking management, due to its peculiarities, poses great challenges for maintaining the required safety standards, given by the high traffic of cars and their owners which consequently increase the number of potential risks to be assessed and prevented appropriately both for our customers and our employees.

In fact, all the obligations prescribed by the relevant Legislative Decrees are respected both as regards the protection of health and safety in the workplace and for the safety of structures, systems, roads and our suppliers.

APCOA's effort is not only limited to comply to legal obligations, but constantly works to reduce the risk cases that may arise in order to best cover all the variables given by the great variety of types of environments managed (such as harbours, airports, hospitals, city, residential and commercial centres) and to make car parks a safe place to stay and work.



Some of the measures introduced have now been implemented for years and are constantly improving such as 24-hour video surveillance redirected to our operational centres, which have been instructed on emergency management according to internal procedures, in order to efficiently activate rescues in case of need and prevent damage to structures and people. In particular environments, the car parks are also monitored by security institutions in order to keep our sites safe.



Recently, the TwiceTouch app was introduced for our employees who work alone, for reporting “man down” events so that we can promptly intervene in dangerous scenarios or in the event of sudden illness.

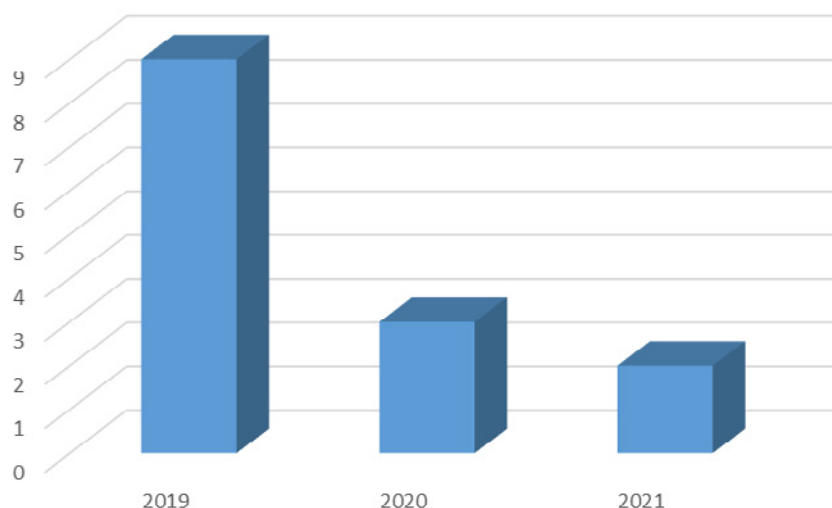


Accidents at work per year

Over the past three years, although the extent of the phenomenon has always been negligible, thanks to the constant commitment to employees training, it has been possible to further reduce the rate of accidents at work by 78%.

This was possible thanks to the training of employees focused on keeping safety procedures constantly updated, in particular during the Covid-19 health

emergency, and in scheduling with particular rigour the periodic refresher courses on safety. In addition to fire-fighting, supervisor and first aid courses, as required by regulations, PRM courses are also carried out for sites near airports and health facilities, aimed at transmitting the knowledge necessary to provide assistance to people with reduced mobility.



The package of services and measures to ensure safety ends with our platform for planning the preventive maintenance operations of all systems. This plan is monitored through a special electronic register called Task Project, provided by the company Si.Am. Srl, where are reported all the tasks due for the various systems, all the criticalities detected during the scheduled checks and also alerts are issued if these are not resolved within the established times, in order to promptly carry out restoration activities and safety measures for potentially risky situation. This also allows us to promptly report situations worthy of attention to our B2B clients if necessary.



Programma interventi periodici Milano - Majno - Verifiche esterne - Uscite di sicurezza - Botole

Verifiche esterne	Dicembre 2021	Gennaio 2022	Febbraio 2022	Marzo 2022	Aprile 2022	Maggio 2022	Giugno 2022	Luglio 2022	Agosto 2022	Settembre 2022	Ottobre 2022	Novembre 2022
Verifiche esterne - Ascensori		28-gen						28-lug				
Verifiche esterne - Ascensori (22N33779)						28-mag						
Verifiche esterne - Alzacchi autopompe VVF					28-apr						28-ott	
Verifiche esterne - C.P.I.												
Verifiche esterne - Cabina elettrica / Quadri elettrici		28-gen						28-lug				
Verifiche esterne - Condizionatori		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Escalatori		28-gen						28-lug				
Verifiche esterne - Gruppo elettrogeno		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Ionanti a muro / Manichette					28-apr						28-ott	
Verifiche esterne - Illuminazione di emergenza/sicurezza		28-gen						28-lug				
Verifiche esterne - Illuminazione ordinaria				28-mar						28-set		
Verifiche esterne - Impianto di diffusione sonora	28-dic						28-giu					
Verifiche esterne - Impianto di messa a terra						28-mag						
Verifiche esterne - Impianto di supervisione	28-nov	28-gen	28-feb	28-mar	28-apr	28-mag	28-giu	28-lug	28-ago	28-set	28-ott	28-nov
Verifiche esterne - Impianto di ventilazione		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto F.M. uso generale e specifico				28-mar						28-set		
Verifiche esterne - Impianto fognario - Collettore acque meteoriche al piano -S		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto fognario - Vasche di raccolta acque meteorologiche (locali archeologici)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto fognario - Vasche di raccolta liquami (manutenzione elettrica)				28-mar						28-set		
Verifiche esterne - Impianto fognario - Vasche di raccolta liquami (manutenzione meccanica)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto fognario - Vasconi raccolta acque meteoriche (manutenzione elettrica)				28-mar						28-set		
Verifiche esterne - Impianto fognario - Vasconi raccolta acque meteoriche (manutenzione meccanica)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto rilevazione gas e vapori di benzina		28-gen						28-lug				
Verifiche esterne - Impianto rilevazione incendi		28-gen						28-lug				
Verifiche esterne - Impianto sprinkler (a umido)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Impianto TVCC						28-mag						28-nov
Verifiche esterne - Pompe di sollevamento acqua (manutenzione elettrica)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Pompe di sollevamento acqua (manutenzione meccanica)		28-gen			28-apr			28-lug			28-ott	
Verifiche esterne - Porte (uscite di emergenza / porte tagliafuoco R.E.I.)		28-gen						28-lug				
Verifiche esterne - Portoni tagliafuoco R.E.I.		28-gen						28-lug				
Verifiche esterne - Pulsanti citofonia SOS	28-dic						28-giu					
Verifiche esterne - Serrande tagliafuoco (manutenzione elettrica)					28-apr						28-ott	
Verifiche esterne - Serrande tagliafuoco (manutenzione meccanica)					28-apr						28-ott	
Verifiche esterne - UPS	28-nov						28-giu					
Verifiche esterne - Uscite di sicurezza (botole)		28-gen						28-lug				

Governance

APCOA has established a system of processes, certifications and control mechanisms to ensure, in addition to its operational and economic efficiency, a transparent company climate and a high work ethic to also strengthen the trust of customers and public. This system is mainly based on three pillars:

- A structure of integrated procedures and documentation designed and prepared based on the requirements dictated by the ISO 9001 standard for which the company is annually certified
- Group wide company commitment to EV 100
- Group wide company commitment to UN Global Compact Agreement
- Encourage businesses and firms worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.
- A clear code of conduct, issued by APCOA Parking Holding GmbH and valid for all group companies, taken up and integrated by our internal code of ethics, with general and specific provisions applicable to all areas of company operations and that all stakeholders are called to respect
- A double track “whistle blowing” control system with the possibility for employees or external parties to report any suspicions of illegal conduct to the supervisory bodies of the company, or to those of the group, deciding whether to identify themselves and therefore provide their data or whether to remain anonymous

Further control and authorization measures issued by the group holding company are also adopted, such as, for example, the DOA (Delegation of Authority) for greater transparency of significant expenses to the main stakeholders.



Dasa-Räregister
EN ISO 9001:2015
IQ-1102-01



Periodically, the organizational model pursuant to Legislative Decree 231/01 is re-evaluated and updated to obtain an increasingly reliable and current code of conduct in order to minimize the risks of potential criminal crimes and create an environment that complies with current regulations.

Other measures include the transparent definition of the bonuses and the maintenance of the contractual conditions asked by the relevant national contracts in addition to what is described in the previous section on safety.

Thanks to these measures, APCOA has been awarded two stars as a Legality Rating certification level. The company is committed, through the continuous study and improvement of internal procedures and the transparency of the actions taken, to achieve the highest rating level.

 **AUTORITÀ GARANTE
DELLA CONCORRENZA
E DEL MERCATO**

RATING LEGALITÀ



2022 Objectives

APCOA, in order to increasingly reduce its carbon footprint and direct its strategic choices to protect the environment, plans a series of ambitious objectives for the year 2022, including:



GOAL 1	APCOA Italy have partnered with First Climate and have made a commitment to be carbon neutral for Scope 1 and 2 emissions by end of Q3 2022, calculated in accordance with the Greenhouse Gas Protocol
GOAL 2	We will also annually report our progress against our carbon reduction targets and the associated initiatives we have taken in our journey to achieve net zero through carbon removals by end of 2026
GOAL 3	The use of 100% certified energy from renewable sources for its own systems and the awareness of all its stakeholders to reduce their respective environmental impacts
GOAL 4	The renewal of older vehicles with new, more efficient, hybrid vehicles with reduced CO2 emissions per km travelled
GOAL 5	The incentive to use IT tools for meetings (video calls) in order to reduce the risks for employees while on the move and contain CO2 emissions
GOAL 6	The installation of devices which can identify the systems with the highest energy consumption, evaluating the possible corrective actions to be taken
GOAL 7	Continue with the progressive replacement of neon lamps with more efficient LED lighting systems
GOAL 8	Increase the number of charging stations for electric vehicles in order to encourage sustainable mobility