

Impact Report 2024

BEST ON-STREET EV CHARGING NETWORK

Transport & energy awards 2024



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Letter from our CEO

I'm proud to share char.gy's first Impact Report – a milestone that reflects our deepening commitment to driving positive change through our business. This is an important moment for me, our Executive Team, Board and all colleagues – I hope that you enjoy reading about our progress and will encourage us on our future journey.

As a UK-based designer, builder, installer, operator and maintainer of EV charge points, our mission is to deliver society's preferred charging network, accelerating the transition to sustainable transport. We strive to complete that mission in a way that's inclusive, safe and sustainable. In 2024, achieving B Corp certification – with a score of 100.2 – was a defining moment. It formally recognised our dedication to balancing purpose and profit and embeds in our governance a lasting responsibility to people, planet and community.

But certification is not the destination. It's a commitment to keep raising the bar. That mindset shapes everything in this report – from the steps we're taking to minimise our environmental footprint, to how we support colleagues and communities, and ensure the highest standards of safety, ethics and training.

We've also taken time to define an integrated strategic framework and identify what matters most, so we can act with clarity and accountability.

This is a report of progress, but it's also a roadmap. The challenges ahead are complex, but we're focused: delivering infrastructure that accelerates the shift to net zero, while operating as a responsible, values-driven business.

Thank you to our customers, partners and colleagues for sharing this journey. We're just getting started.

John Lewis, CEO

2. About char.gy

char.gy is a pioneering Charge Point Operator (CPO), specialised in providing hyper-local public charging, with a focus on replicating the experience of home charging for the 40% of UK households without off-street parking. We develop our hardware and software solutions in-house and have developed a solid track record in delivering innovative, reliable and good value charging solutions to councils, their residents and drivers across the UK.

Our mission is to deliver society's preferred EV charging network, accelerating the transition to sustainable transport. Surface transport was the largest source of UK carbon emissions in 2023, accounting for over 24%. Charging infrastructure roll-out is critical to enable rapid growth in EV sales and to meet decarbonisation targets for UK surface transport. Our vision is that, by 2030, we will have made the use of Electric Vehicles easy and convenient for over one million drivers by delivering and supporting a reliable public charging service.

char.gy was founded in 2018 by Richard Stobart who pioneered the idea of using existing electricity infrastructure (in urban street lighting) to power residential EV charging. True to that core concept, our Flow products continue to make efficient use of lamppost and other installed electrical infrastructure to deliver 100% renewable electricity to our drivers.

Sustainability sits at the core of everything that we do as a company.

Through our own product development and manufacturing capabilities, we continually strive to minimise the impact that our charge points have on the environment and 'design-in' circularity through their modular construction.

We uphold high standards with our colleagues, customers, and the communities we serve.

Recognised as a Great Place to Work in 2024, char.gy has introduced a range of industry-leading benefits and policies to foster an inclusive, diverse and supportive workplace as the company continues to grow. In addition, following comprehensive ISO certifications achieved in 2024, char.gy has set ambitious goals to enhance customer satisfaction and increase driver engagement.

However, char.gy's commitment goes beyond service provision, with the company dedicated to making a tangible, positive impact on the communities it serves. Building on existing programs, char.gy is developing an extensive social value strategy aimed at delivering meaningful benefits to local communities.

We are proud to have achieved B Corporation™ certification in 2024, meeting rigorous standards of social and environmental performance, accountability, and transparency and validating our commitment to sustainable business practice. We join some 9,000 'B Corps' across 96 countries leading the way in transforming the economy to benefit all people, communities, and the planet. char.gy is one of only three CPOs in the UK to have obtained a B Corp Certification.

About char.gy cont.

Achieving B Corp status is a significant milestone for char.gy – it underpins our environmentally and socially responsible business model and sets us apart. The median score achieved by aspirant B Corps is 50.9pts (some way below the 80pt threshold required). char.gy scored 100.2pts and will aim for re-accreditation under the new Standards in 2027.

The same innovative spirit that inspired us to join the B Corp movement underpins many aspects of our business policies and practices. In that spirit, we set an important environmental target in 2024 on our path to Net Zero.

char.gy will be deploying growing numbers of charge points as it aids the UK's transition to low-carbon transportation and enables more drivers, particularly those without off-street parking, to reduce their carbon footprint by switching to EVs. This means that, as it grows, manufactures and installs more sockets, its emissions will increase on an absolute basis. char.gy has therefore chosen to set intensity-based emissions reduction targets in the medium term. This will require char.gy to actively reduce the emissions associated with each charge point socket it produces and deploys.

char.gy has set interim targets aligned with the latest science for a 1.50C pathway, following guidance from SME Climate Hub, Pledge to Net Zero and the Science Based Targets initiative. We are targeting a reduction in emissions intensity per active charge point socket of 51.6% by 2030, from our baseline year 2023. This target includes all relevant scope 1, 2 and 3 emissions. We are committed to achieving full Net Zero by 2050 and will be setting transition paths in 2025/6 to bring that important milestone forward.



| 2024 Highlights



Certified B Corp



ISO accreditations – 9001, 14001, 27001, 45001



CHAS accreditation



SME Climate Hub signatory



c.36m miles powered by 10.3m kWh of renewable electricity



c.11,000tCO₂e avoided emissions



99% charge point availability



Award-winning nighttime tariff



Zero “lost time” injuries



Great Place to Work recognition

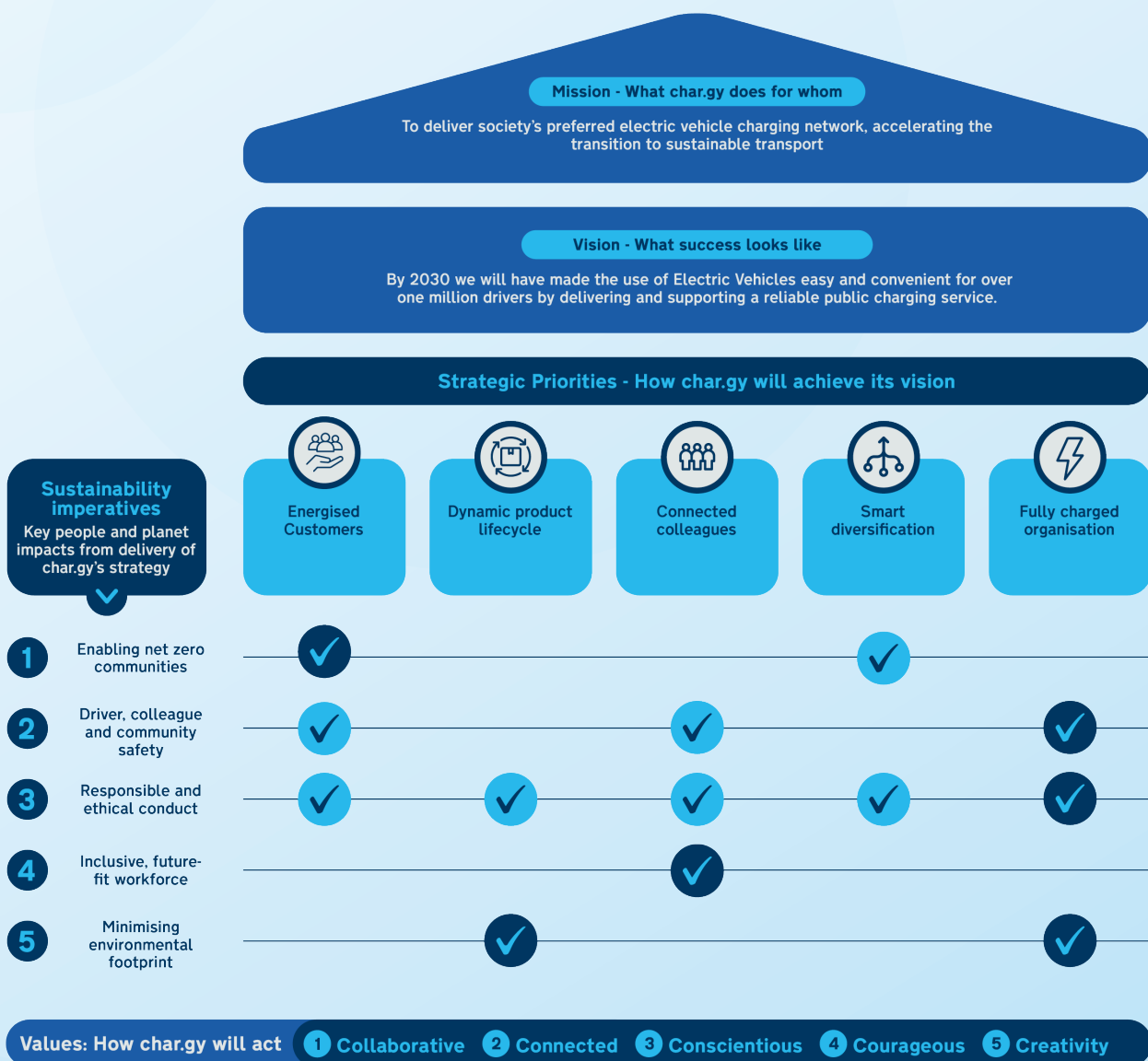


Full Scope 1, 2 and 3 methodology and disclosure



4. Integrated strategic framework and materiality

Our integrated strategy and its supporting framework are underpinned by a double materiality assessment, which was carried out in 2023. We will next formally refresh our materiality assessment in 2026 (although we monitor issues continuously).




The alignment between our Strategic priorities, Sustainability imperatives, Material issues and UN Sustainable Development Goals is outlined here:





Material Issue

-  Environmental
-  Social




Enabling net zero communities

-  Community infrastructure and enablement
-  Impact on climate change
-  Impact on clean air



Driver, colleague and community safety

-  Community and customer safety
-  Workforce health & safety



Responsible and ethical conduct

-  Business ethics
-  Data and systems resilience
-  Workers in the supply chain

Inclusive, future-fit workforce

-  Workforce development
-  Diversity, equity and inclusion

Minimising environmental footprint

-  Supply chain environmental impact
-  Resource use and waste in operations

Financial
and impact
materiality

Contribution
towards UN
SDGs

Very High

Very High

Very High

Very High

Very High

High

Moderate

Moderate

High

High

Moderate

Moderate



7. Affordable
and clean
energy



9. Industry
innovation and
infrastructure



13. Climate
action



3. Good health
and well-being



8. Decent work
and economic
growth



5. Gender
equality



12. Responsible
consumption
and production

5. Sustainability imperatives

I. Enabling net zero communities

Accessible and reliable charging network

Our charging network maintained 99% availability throughout 2024 and was rewarded with a ZapPay rating of 4.6 out of 5.0 by our drivers. The availability and ease of use of our network are critical to drivers' enjoyment of the services that we provide in our communities, and we are proud of our service levels. Our app, which supports drivers' charging sessions and customer service, was the joint-highest-rated on the App Store and Google Play.

We have designed our charge points with care. Whether mounted on existing street lighting or mounted on independent posts, our charge points are always installed so that they allow unimpeded pedestrian flow and minimise trip hazards. They are securely mounted in convenient locations and, by sympathetically designing the socket heights, we always aim to make the installed units accessible for wheelchair users.

In partnership with Merton Council, we co-developed inclusive EV infrastructure for disabled drivers without driveways. Designed in collaboration with the Motability Foundation and local forums, the project ensures equitable access to clean transportation and sets a new benchmark for kerbside inclusion.

“For the first time, I can charge my EV just outside my home - and it's designed with my needs in mind. That matters more than people realise.”

- Local disabled EV driver, Merton

Value for money

During 2024, we introduced our award-winning nighttime tariff which offers two additional benefits to our drivers: it delivers exceptional value for money (at a market-beating 39p/kWh) and ensures that our drivers are encouraged to make use of low peak energy demand, making sure that they are drawing the least environmentally intensive electricity.

The response to our Black Friday promotion (over the four days to Cyber Monday) offered drivers 49p/kWh peak-rate charging and resulted in the highest number of registered users charging on our network and the highest charge point utilisation rates of the year.

Improving air quality

We estimate that our activities removed c.11,000tCO₂e of emissions from the communities in which we offer charging infrastructure, more than 10x the estimated 2024 carbon footprint of our entire operations. This is a critical measure of the positive impact that we have as a company and shows the valuable contribution that we make to improving the air quality in residential areas – reducing carbon dioxide, methane and nitrous oxide and pollutants such as carbon monoxide, nitrous oxides and particulate matter.

Delivering Social Value in our communities

Towards the end of 2024, we created a dedicated Social Value function in our business, working in partnership to deliver the wide range of benefits that we offer to the residents of our communities. As part of the offer that we make to councils, we commit to several important, local char.gy-inspired programmes – those that provide education, promote local employment opportunities, support local charities or assist in improving the residential environment.

By way of example, we committed to a range of outcomes in a recent, successful bid, including the following:

- Recruiting 6 full-time employees who live in the local area, each guaranteed to be paid the Real Living Wage as a minimum
- Offering work placement opportunities for 2 students for each year of the contract term
- Commitment of volunteering days from colleagues working on the delivery of our network (1 day per quarter) to work alongside 3 new local partner charities
- An allocation of char.gy's revenue share made to fund benefits for the local community.

An example of how we are encouraging education is the support that we offered to Doncaster University Technical College (UTC). Recently, we worked with the Institute of Lighting Professionals to support the development and delivery of a module with Doncaster UTC that presented students with a set of challenges faced when developing charging hardware. Students were provided with one of our first charge point designs and tasked with designing an improved model, most suitable for modern lamp column charging.

In addition to supporting the development of this module, we attended the first launch day at Doncaster UTC, providing resources and hosting a seminar. Our founder, Richard Stobart, presented expert insights into the EV charging industry and its challenges. Following this successful launch, we are working closely with the London Borough of Southwark and the ILP to further develop the module for launching at UTCs on a national scale.

We support economic prosperity in our communities by partnering with installer and maintenance partners that have local presence – supporting employment and the creation of future job opportunities. We are currently establishing a programme to offer apprenticeships and mentoring to school-leavers and young professionals.

II. Driver, colleague and community safety

Resourcing, planning and accreditation

In 2024, we significantly strengthened our Health & Safety capacity by investing in expert resources to structure, plan, monitor, and communicate our approach to risk. This included a comprehensive review of our Health & Safety risks, including gap analysis and a close look at how we work day-to-day. The result was the achievement of the ISO45001 Standard – a strong foundation from which we'll continue to build robust and resilient risk management frameworks, controls and reporting for everyone we serve: colleagues, partners, drivers and local communities.

Our Board actively engages in overseeing safety performance, through both regular Board meetings and our dedicated Sustainability & Safety Subcommittee.

Safety record

We're proud to report that char.gy maintained an excellent safety record in 2024 — no colleagues suffered significant harm, and we recorded no “lost time incidents”. Put simply, no one was hurt doing the work we do. We're proud of this result and of the proactive measures we take to protect our people — especially those out in the field deploying and maintaining our network across the UK and our drivers that use it every day.

Culture of active risk management

Critical to the development of char.gy as a flag bearer for Health & Safety excellence is the advancement of an appropriate risk culture: one that fosters learning, improvement and shared purpose in keeping all of our stakeholders safe.

We initiated “Safety Moments” this year, bringing a relevant discussion of safety to the outset of gatherings and meetings. This has helped us promote our safety agenda to the forefront of our company's thinking, engaging all colleagues in thinking about outcomes for all drivers, colleagues and members of our communities.

Protecting Drivers from Quishing

In 2024, we took swift action to address a rise in unauthorised QR codes found on charging points across all networks – a cyber risk known as “quishing” (QR code phishing), where a fraudulent QR code redirects users to a fake website to harvest personal or financial data.

To protect our drivers, we introduced a series of proactive measures: routinely removing unauthorised QR codes and responding to driver reports, shutting down any linked fraudulent websites, alerting drivers in affected areas and sharing tips to spot and report suspicious codes, and working with authorities and council partners to ensure a coordinated response

These actions reflect our wider commitment to driver safety, system integrity and public trust in EV charging infrastructure.

III. Responsible and ethical conduct

Ownership structure

In June 2024, we secured a further funding commitment from Zouk Capital, bringing the total commitment from the UK Government-anchored Charging Infrastructure Investment Fund (CIIF) to £105m. This backing reinforces the central role we will play in supporting the UK's transition to electric vehicles.

CIIF is a £420m public-private fund established by HM Government in 2019. Managed by Zouk Capital, its mission is to accelerate the rollout of EV charging infrastructure nationwide.

Board oversight

Our Board plays an active and engaged role throughout the year, working closely with the Executive Team and colleagues across the business. The Board comprises a non-executive Chair, three non-executive directors (two of whom represent our majority investor, Zouk Capital), and two Executive Directors — our CEO and CFO.

In addition to regular Board meetings, three Committees provide focused oversight of key areas, via the Sustainability & Safety Subcommittee, Remuneration Committee and Audit Committee.

Number of Board meetings: 12

Board attendance: 96%

Committee attendance: 100%

When it comes to our environmental ambitions, the Board is responsible for overseeing our SME Climate Hub pledge and regularly reviews our environmental strategy to keep us on track toward Net Zero. The Sustainability & Safety Subcommittee meets quarterly to monitor progress against our Sustainability Action Plan, reviewing agreed initiatives and KPIs that form the backbone of our environmental commitments.

Our Chief Sustainability Officer is accountable for tracking, reporting, and reducing our greenhouse gas emissions and ensuring we meet our broader sustainability goals.



Workers in the supply chain

As we grow, we are engaging more partners and suppliers. This increases our focus on our supply chains and ensuring that those that we partner with are acting in accordance with our Values and in ways in which promote the welfare of workers and protect human rights. During 2024, we overhauled a number of Policies to provide our colleagues, and all those that we engage as suppliers or partners, with guidance on ethics, integrity and the treatment of colleagues and to enforce standards. These included our Procurement Policy, Ethical Sourcing and Trading Policy and Supplier Code of Conduct. We ensure that all of our relevant suppliers pay the Living Wage to their staff, as a minimum.

Although char.gy is not yet large enough to breach the threshold for mandatory Modern Slavery disclosures, we voluntarily publish a Statement and refreshed this in April 2025.

Data and system resilience

Cybersecurity risks are a reality for every business — and we take them seriously. We use secure Amazon AWS infrastructure (with centres in the UK and Ireland) to help protect against local or regional disruption. Our ISO 27001 accreditation recognises our strategic approach to managing information security risks and the robust systems in place to manage risks related to data security.

As char.gy grows, so does the importance of making sure only the right people have access to the right systems. In 2024, we completed two important upgrades to improve our data access and user permission controls:

- Tighter permissions in our codebase: we changed our default settings so no one gets automatic access. Instead, team-specific groups (like Developers, Product, and Data) control who can access what – helping prevent accidental or malicious access.
- Wider Single Sign-On adoption: we expanded Single Sign-On across all core systems, tying everything back to our main identity system (Microsoft Entra). This also brings in extra protections like Multi-Factor Authentication, risk-based policies, and automated threat response.

Importantly, we don't handle customer payment data ourselves — Stripe manages all payments securely on our behalf. We do not store nor retain any customer data.

IV. Inclusive, future-fit workforce

Living our Values

We are Courageous, Connected, Collaborative, Conscientious and Creative. These Values underpin everything we do at char.gy and guide our day-to-day behaviours and how we make decisions. We have embedded our Values into our hiring process, including values-based interview questions to help us successfully identify talented individuals who share and live our Values. And we recognise those colleagues who best embody the char.gy Values throughout the year at our annual char.gy awards.

Supporting the wellbeing of colleagues

We know that our colleagues are our most valuable asset. Their diligence, inventiveness, skill and generosity make char.gy what it is today and are the foundation for our future growth. Our Wellbeing Programme acts in support of all colleagues in a wide range of ways. We host a variety of activities each month, this year including sound baths, in-office massages, seminars on menopause and workshops on resilience and mental health for our Managers. In addition, our mental health first aiders are available each day to support colleagues, supported by our Help@Hand EAP via Unum, which is accessible 24/7.

We are especially proud of our char.gy Personal Fulfilment Days, which give colleagues ten additional days leave (on top of their annual holiday entitlement) to spend on activities that are personally fulfilling: a day off for their birthday, two “emergency days”, two days to be spent volunteering and five innovation days to invest in their career and knowledge development.

Training and career development

Underpinning our rapid growth as a company, we have made a concerted effort to develop the careers and skills of our colleagues. Throughout the year we roll out mandatory training on topics such as our Code of Conduct, Information Security, Sustainability and Environmental Awareness and Diversity and Inclusion Awareness for all staff. We offer training on Talent Acquisition for Line Managers, Bid Writing and Effective Communication for our Revenue team and a dynamic four-month Leadership Development programme for our Senior Leadership Team.

Alongside our centrally organised training and learning offering, we have developed a self-directed learning programme for all colleagues to support their growth and development, which will be implemented shortly, including mentoring to support personal and career development. Furthermore, our monthly performance conversations allow colleagues to check in with their managers and receive regular, real-time feedback on their performance and career development during the year.

Engagement

Our Mission to support the transition to sustainable transport along with our commitment to creating a happy, healthy place to work means that we provide our colleagues with meaningful, mission-based work in a safe, vibrant, engaging environment and community. Their engagement with char.gy is of critical importance to our success and we track our performance closely through a number of metrics:

eNPS score of 51 (Nov '24)

Sunday Times Best Places to Work 84% (Mar '25)

Great Places to Work 91% (Feb '25)

We have further invested in our colleague offering by enhancing benefits, formalising hybrid working practices and regularly engaging colleagues through surveys and focus groups to ensure their voice is heard and involved in our decision making and improving the char.gy community for all.

Our monthly All Hands meetings provide regular updates and communications to everyone, with spotlight presentations from departments across the business so that colleagues are kept updated on wider business initiatives. Our weekly “lunch-and-learns” are open to all and involve deep dives into various topics that help us deliver to the highest standards for our customers.

We hold annual summer and winter socials for all colleagues to get together and celebrate our successes, the latest of which was in December 2024. We started the day with breakfast at our office, enjoying some festive games and allocation into teams. We then spent a very amusing afternoon tenpin bowling and socialising as a team in central London.



Policies that protect

We've implemented or refreshed a number of Policies to help support our colleagues and other stakeholders. These include our Whistleblowing Policy, Sexual Harassment policy, Anti-Bullying Policy, Carer's Leave Policy, Mental Health and Wellbeing Policy and our Training and Development Policy. Our updated Employee Handbook underpins new colleague onboarding. As we continue to grow and mature, these Policy statements continue to ensure that we foster an inclusive and supportive environment for all.

Proposition

Significant enhancement has been made to our colleague proposition during the year, underpinning our ability to secure the talented individuals that will contribute to our success.

We carefully review our reward schemes, ensuring that we are providing fair and attractive remuneration to colleagues. Our people are eligible for discretionary, performance-related bonuses each year.

As well as their pay, colleagues are now offered a new range of benefits: BUPA Private Medical Insurance, BUPA Dental Insurance and UNUM Income Protection and Life insurance. Our colleagues also benefit from employer contributions towards their salary sacrifice pension scheme. As part of our commitment to offer more sustainable benefits, we offer an EV Salary Sacrifice scheme and provide season ticket loans and railcards so colleagues can reduce their carbon footprint. Our hybrid working model is available to all colleagues based in our London office.

Enhanced family friend leave is also available to all colleagues, along with additional holiday days for long service. Colleagues may buy and sell holiday and each of us receives a voucher on our birthday.



Career development at char.gy

We take the management of our colleagues' careers extremely seriously at char.gy, aiming to offer opportunities to progress within our company and to give the broadest range of opportunities that we can. Included here are two recent examples of colleague development that we are proud to support.



Abby Wong, Bid Team Manager

"Hi, I'm Abby. I joined char.gy in October 2023 on a short-term contract to provide Executive Assistant support to the Senior Leadership Team while Amy was away having her baby boy. My goal was to use this short period to expand my skills ahead of my next role, and char.gy was the perfect place to do that. Driven to learn, I was quickly given the opportunity to contribute to projects across the whole company, including supporting B Corp and ISO certifications, onboarding BUPA private medical insurance and Living Wage accreditation and assisting the Bid team with market engagement for upcoming government-funded (Local Electric Vehicle Infrastructure, "LEVI") opportunities.

At the end of my contract, I was offered a permanent role in the Revenue team as a Bid Manager. Despite having no prior experience in bid management, char.gy's senior team empowered me with the tools, training and support I needed to be successful in my new job. Nine months in, I had managed 20 individual bid opportunities with a success rate of 40% (which everyone tells me is amazing!). Most recently, I was promoted to Bid Team Manager to provide leadership to our growing team of bid consultants and to help drive the wider organisation to deliver and submit winning tenders, typically working on 10 separate opportunities at any one time.

The next 12 months will be challenging for our team as we continue to pursue upcoming LEVI tenders but, with the unwavering support of all our colleagues, we feel well-equipped to take it on. I'm looking forward to the opportunity to grow and develop that this busy period will bring – for both me and the team."



Courtney Blain-Brown, Partnership Success Manager

“Hi, my name is Courtney Blain-Brown, and I am the Partnership Success Manager at char.gy. I recently (in November) transferred internally from working as a Commercial Associate in our Finance team to working as the Partnership Success Manager in our Revenue team.

My previous Finance role involved undertaking financial modelling and business case creation for existing charging network contracts and new business opportunities. While I was in this role, char.gy actively supported my training and development, putting me forward for the CFA Level 1 exam which I completed in May 2025 (results pending!). This was to help hone my financial and commercial skillset, things that are also proving really handy in my new role.

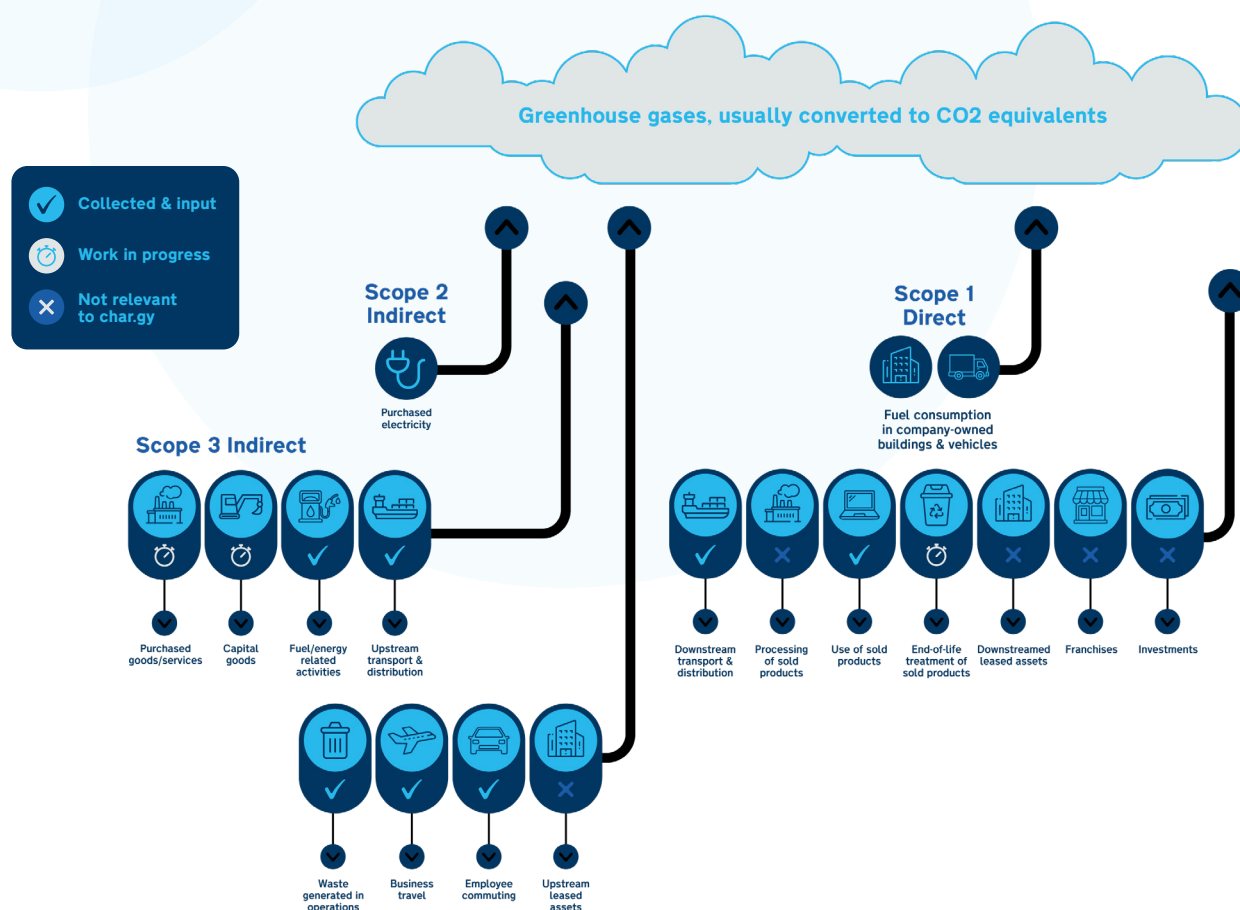
As I got ready for my new role, a customer facing one, I also undertook a comprehensive negotiation mentoring programme to help solidify my negotiation and communication skills.

Our Partnership Success team works as the asset management function for char.gy, handling our customer relationships, tracking commercial and operational performance and ensuring we meet our contractual commitments. I join the team as we build out our capacity and capabilities as we win, negotiate, sign and operate new contracts. It is really exciting to be part of the team as we build it and to have influence over the processes and procedures that will form the basis of the future business unit.”

V. Minimising environmental footprint

We have made significant efforts during 2024 to better understand, measure and mitigate any negative impacts that our operations have on the natural environment.

In 2023, we undertook an extensive process to more accurately monitor and track of carbon emissions across the organisation. We gained the external support of Perigon Partners who leveraged their experience developing sustainability strategies for clients in a range of industries (including UK and European banking and energy infrastructure) to build a comprehensive plan, including creating an accurate baseline of our carbon emissions (Scopes 1, 2 and partial Scope 3). The resulting Carbon Reduction Plan (CRP) for our Baseline year (2023) was published early in the year.



During 2024, we extended this data gathering and analysis (with Perigon's support) to include additional Scope 3 categories. Our 2024 Carbon Reduction Plan now includes all relevant Scope emissions, with the single exception of Scope 3 category 12 (end-of-life treatment of sold products) for which we continue to build data and calculation methodology.

As Baseline emissions are the reference point against which our emissions reduction will be measured, we have restated our Baseline emissions as an important update to this year's CRP: we remain committed to achieving our targeted 51.6% reduction in tCO2e intensity by 2030, in line with our UK SME Climate Hub Pledge. A link to our most recent CRP is [here](#).

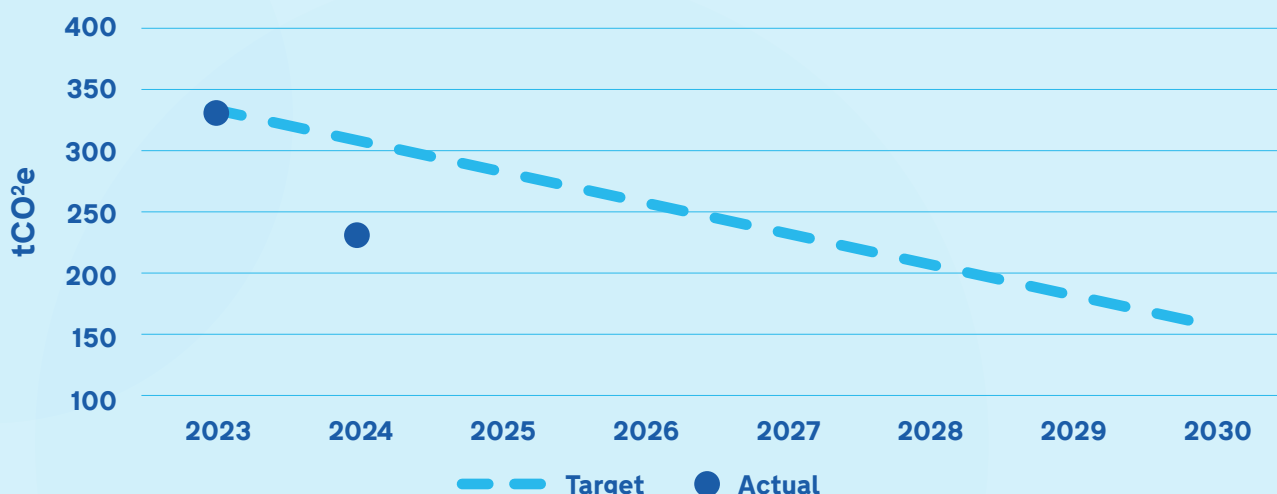
Enhanced Greenhouse Gas emissions calculation

This year we expanded the range of our GHG data collection and analysis, now including both “purchased goods and services” and “capital goods” in Scope 3. These are, for all businesses that design, manufacture and install a customer solution, likely to be the most significant contributors to total emissions. This progress now ensures that char.gy management can accurately monitor the business’s environmental impact (across its entire value chain) and identify any areas of improvement that can feasibly be implemented.

We reported a 30% reduction in carbon intensity, our key measure of carbon reporting and targeting. This represents our total CO₂ emissions across all activities (including all of the materials that we buy to make our products, their manufacture, transport and installation, the electricity and services we buy, waste we produce, travel we do for business or to commute or home-work) divided by the number of active charge point sockets that we have deployed into communities. We remain on track to halve our intensity by 2030.

Emissions		Most Recent Year (2024)	Baseline Year (2023, Updated)	Baseline Year (2023, Original)
	Total (tCO ₂ e)			
Scope 1		-	-	-
Scope 2		9.5	8.8	8.8
	Scope 2 Categorisation			
	Electricity used in buildings	6.6	4.8	4.8
	Electricity used in fleet EVs	2.9	4.0	4.0
Scope 3		895.3	1,008.8	83.6
	Scope 3 Categorisation			
	1. Purchased goods and services	744.9	875.1	-
	2. Capital goods	71.2	60.4	-
	3. Fuel and energy activities not in scope 1 or 2	2.3	2.1	2.1
	4. Upstream transportation & distribution	2.8	6.3	16.6
	5. Water and waste	0.4	0.7	0.7
	6. Business travel	36.0	25.0	25.0
	7. Employee commuting and homeworking	37.5	37.9	37.9
	9. Downstream transportation & distribution	0.2	1.3	1.3
	10. Use of sold products	-	-	-
Total Emissions		904.8	1017.6	92.4
CP Sockets		3,879	3,057	
tCO ₂ e intensity per 1000 sockets		233.3	332.9	

Emissions intensity per 1000 active charge point sockets



Avoided Emissions

A critical component of our environmental footprint is the positive impact that our technologies and installations have on emissions from internal combustion engines (ICE). Although, for good reasons, formal carbon reporting does not permit us to ‘offset’ our carbon account, such an exercise is useful to illustrate our overall impact.

Our total Scope 1, 2 and 3 emissions in 2024 were 904.8tCO₂e. We estimate that our deployment of charge points into UK communities led to 10,974tCO₂e of emissions from ICE cars and vans being avoided in 2024, >10x our carbon emissions. Which means that we estimate our net positive environmental impact to be a little over 10,000tCO₂e in 2024.

We make some important and broad assumptions in calculating avoided emissions, as data does not yet permit a detailed analysis: we assume that any journey made by a char.gy-powered EV would have otherwise been made by an ICE vehicle and that, therefore, the full CO₂ difference between a journey made in an ICE car and an EV charged with 100% renewable electricity can be attributed as avoided emissions.

Clean Energy

char.gy always supplies 100% renewable electricity to drivers through our network of charge points; evidence is obtained through Renewable Energy Guarantees of Origin (REGO). During 2024, we also updated our final utilities contract: char.gy is now entirely powered by renewable electricity, throughout its operations and supply.

Charge point materials & supply chain

We design and assemble our charge points in-house, leveraging the expertise of our Product Team (at our Coventry-based R&D facility) to ensure complete control over the manufacturing processes and materials that comprise our designs. We track the input materials that are processed and used, monitoring the performance and longevity of each part and accurately recording its embodied carbon.

Our hardware is highly robust (our Flow product has exceptional ratings when measured for potential damage through impact and weather-related ingress) and our charge points have a Mean Time Between Failures of 120,000 hours, meaning that they are less susceptible to weathering and failure than some peers' products. They are built to a modular design which allows us to refurbish and replace any failed individual components. In combination, this means that our maintenance frequency is low and, when necessary, removes the need for whole unit replacement, minimising waste and supporting circularity.

We currently procure >95% of charge point components and parts directly from our tried-and-tested, Tier 1 suppliers based in the UK/Europe. For all suppliers, we undertake a comprehensive selection process to ensure that suppliers can reliably deliver certified, high-quality components with minimal environmental impact. Moreover, new suppliers must demonstrate evidence of certifications (e.g. ISO 14001), adhere to sustainability policies (including carbon reduction) and monitor their Scope emissions.



6. Roadmap for the year ahead and KPIs

Imperative	Focus area
Enabling net zero communities	Continue to win council contracts, maximising LEVI funding opportunity for char.gy, such that we can improve the outcomes for more drivers and communities
	Further develop our Social Value offer and deliver for the communities in which we operate
	Extend our apprenticeship and mentoring ambition and approach
Driver, colleague and community safety	Further development of char.gy-wide risk plan and integrated management system
Responsible and ethical conduct	Embed Modern Slavery and Human Rights commitments in supplier contracting
Inclusive, future-fit workforce	Attract additional talent to char.gy and retain our best people in an emerging competition for talent in the EV market
Minimising environmental footprint	Confirm supply and use of 100% recycled aluminium in our CP casings
	Finalise own-design of our controller (with minimal environmental impact)
	Automate our CO ² reporting, build transition pathways and bring forward Net Zero date underpinned with data and evidence
	Achieve Zero Waste to landfill ambitions

Imperative	Measure	Rationale	2024a	2030t
Enabling net zero communities	Operational charge points (#)	Demonstrative of increasing reach and value to transition efforts	3,879	>100k
	CP availability (%)	Critical element of driver satisfaction and utilisation	99.1	99
	Avoided emissions from ICE cars from CP installation and use (tCO ₂ e)	Core measure of positive impact on air quality and community wellbeing	10,974	-
Driver, colleague and community safety	Average emergency incidents per charge point (#)	Fundamental measure of the safety record of installed CPs	0	0
	Lost time injuries (#)	Core measure of efforts to keep colleagues safe at work	0	0
Responsible and ethical conduct	Ethical breaches or Whistleblowing incidents (#)	Demonstrative of continuous drive for integrity and fairness	0	0
	Data security or privacy breaches	Critical measure of data and systems resilience	0	0
Inclusive, future-fit workforce	Employee NPS	Vital measure of the engagement of colleagues	51	75
	Senior Leadership Gender Diversity (%)	Shows progress towards greater gender balance at char.gy	24	50
Minimising environmental footprint	GHG emissions (scope 1, 2 and 3) (tCO ₂ e)	Core to progressing towards Net Zero goals	904.8	-
	GHG intensity (scope 1, 2 and 3) (tCO ₂ e per 1000 active CP sockets)	Core to improving the environmental sustainability of operations	233.3	161.2
	Waste to landfill (tonnes)	Confirms aspirations for nil waste to landfill	1.1	0.0



7. Appendix

Endorsement and continuous improvement agenda through B Corp accreditation

We became an accredited B Corp in 2024, having completed the detailed verification process that assesses applicants against B Corp's testing standards. As a 'B Corp', we are committed to high standards of social and environmental performance, transparency and accountability and have been recognised as such.

- Our Impact Business Model recognises our positive environmental impact - Renewable or Cleaner-burning Energy
- Renewal of our B Corp status in 3yrs will be assessed against B Lab's new Standards framework, released in April 2025

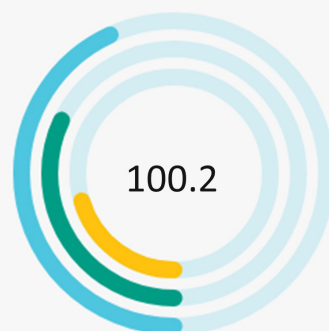
Publication of this annual Impact Report is a mandated B Corp action – this Report is available to all stakeholders.

Certified



Corporation

- 100.2 char.gy's overall B
- 80 Qualifies for B Corp
- 50.9 Median Score for



Governance – 14.8 / 20



Workers – 27.7 / 40



Community – 15.3 / 40



Environment – 38.9 / 75



Customers – 3.2 / 5

