Impact Report
2025

Introduction from our CEO

We published our first Impact Report last year – a review of our performance during 2024 but, in large part, a statement of what char.gy is and what we stand for. This year, we have something even more powerful to say: it's working.

During 2025, we increased the number of active charge point sockets from 3,879 to 4,978, an increase of 28%. This growing network of charge points delivered a total of 14.4m kWh of renewable electricity to UK drivers, facilitating the avoidance of more than 14,000tCO2e of ICE vehicle emissions. Included in our network growth was the first LEVI-funded charge point, installed by char.gy and Brighton & Hove City Council, which went live on Zapmap in September 2025.

At the heart of our impact story are our climate contribution and support for a just transition. Efficiently scaling our charging network remains the most powerful lever we have to generate a positive environmental impact: maximising our climate contribution and reducing absolute emissions. Our success in winning new concession contracts for future delivery demonstrates our ambition to scale our network and impact, with a further c.20k sockets secured in the year. And the pipeline of new opportunities has never looked stronger, with bids already submitted for contracts totalling a further c.65k sockets.

These are not aspirational figures. They are the measurable outcomes of a business that has chosen to be judged by its impact, not just its intentions.

The UK's transition to electric vehicles accelerated sharply in 2025. Pure-electric cars accounted for more than 23% of new registrations[1]- a record - and the total EV parc on UK roads grew by 35% during the year[2]. The LEVI programme is beginning to translate from contract awards into kerbside infrastructure, and char.gy is at the centre of that story. Our focus on on-street, hyper-local charging - serving the third of households without off-street parking - has never been more relevant.

This report shows progress against every commitment we made last year. Where we have exceeded expectations, we have provided the evidence. Where we have more to do, we say so openly. This transparency is not a compliance exercise; it is core to our ethos and building advantage for our company.

Thank you to our customers, partners and colleagues for your part in this journey.

John Lewis, CEO

1. SMMT, UK New Car Registrations Full Year 2025, January 2026. 2. SMMT, Motorparc Data 2025, April 2026.

1. 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 more than a third of UK households who do not have access to off-street parking. We develop our hardware and software solutions in-house and have built 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. 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.

The market in 2025

The UK's on-street charging market is entering a new phase of maturity. The public charging network grew to over 87,000 devices by November 2025[3]- up approximately 20% year-on-year - with ultra-rapid charger deployment accelerating fastest[4]. The LEVI (Local Electric Vehicle Infrastructure) programme, to which char.gy is a significant contributor, is converting council partnerships into installed infrastructure at meaningful scale, with the first LEVI-funded installations completing in late 2025.

The ZEV mandate is driving EV sales and, with it, demand for the kind of near-home, on-street charging char.gy specialises in. 51% of EV drivers now use the public network at least once per month[5], reflecting the critical importance of infrastructure like ours in the communities we serve.

We are proud to remain one of the few Charge Point Operators in the UK to hold B Corporation certification - a distinction that reflects our commitment to balancing purpose and profit, and to meeting rigorous standards of social and environmental performance. We achieved our B Corp certification in 2024 and will seek re-accreditation under the new B Lab Standards framework in 2027.

Data included in this Report relates financial years, not calendar years, unless otherwise noted. "2005" or "FY2005", for example, relates to performance from 1st April 2025 to March 31st 2026.

3. Zapmap, January 2026. 4. Zapmap, UK EV charging statistics 2025, January 2026.
5. Zapmap Annual EV Charging Survey, 2025.

2. Highlights and achievements in 2025

The table below shows our key performance metrics for 2025 against the prior year actuals and our 2030 targets, where relevant.

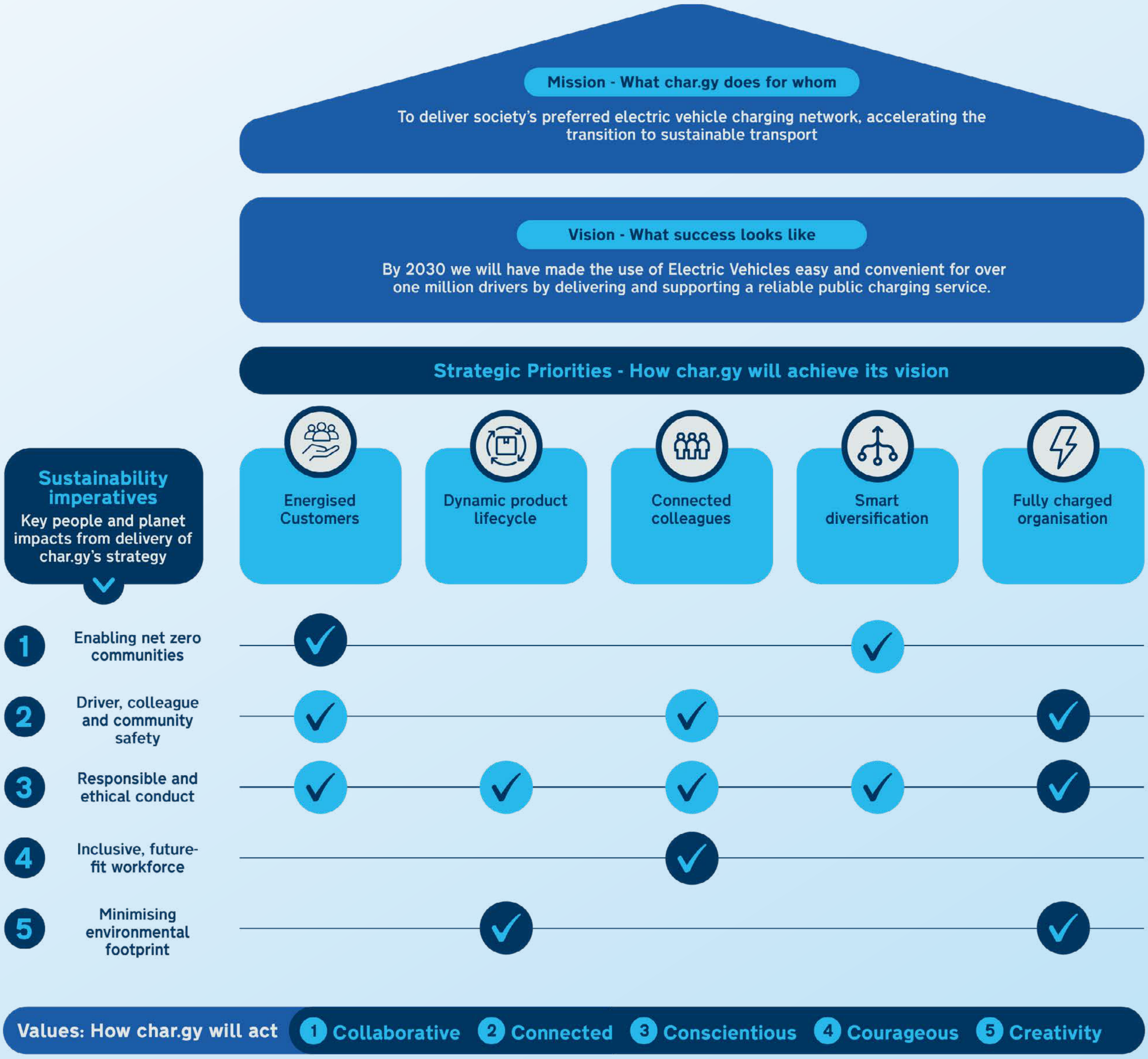
Metric	2024 Actual	2025 Actual	2030 Target
Active charge point sockets	3,879	4,978	>60,000
Renewable electricity delivered (kWh)	10.3m	14.4m	-
Miles powered	~36m	~46m	-
tCO2e avoided emissions	~11,000	~14,500	-
Charge point availability (%)	99.1%	99%	99%
Lost time injuries	0	1	0
Employee NPS (eNPS)	52.5	50	-
Senior leadership gender diversity (%)	24%	30%	50%
GHG intensity (tCO2e per 1,000 sockets)	233.3	138.3	161.2
Waste to landfill (tonnes)	1.1t	0.0t	0.0t
LEVI contracts won (cumulative)	2	8	-

New in 2025

- ~30% growth in installed network to c.5,000 charge point sockets
- Additional c.20,000 sockets awarded under contracts won in 2025
- Bids submitted for a further c.65,000 sockets
- c.46m miles powered by 14.4mkWh of renewable electricity
- c.14,500tCO2e avoided emissions
- Recognised as a Great Place To Work and Sunday Times Best Places to Work
- Further reductions in emissions intensity
- All ISO certifications maintained

3. Integrated strategic framework and materiality

The robust framework that we referenced in our 2024 Impact Report continues to underpin our collective effort: the strong linkage between our Strategic Priorities, Sustainability Imperatives, Material Issues and UN Sustainable Development Goals. The framework is supported by a double materiality assessment, which was carried out in 2023. Our next formal refresh of the assessment will take place later in 2026, though we monitor material issues on a continuous basis.

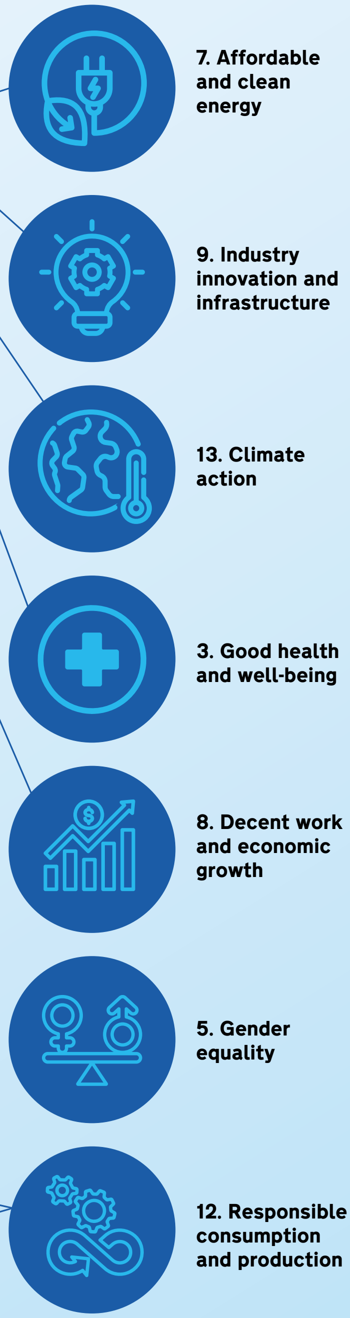


Material Issue

- Environmental
- Social

Material Issue	Financial and impact materiality
Enabling net zero communities	
Community infrastructure and enablement	Very High
Impact on climate change	Very High
Impact on clean air	Very High
Driver, colleague and community safety	
Community and customer safety	Very High
Workforce health & safety	Very High
Responsible and ethical conduct	
Business ethics	High
Data and systems resilience	Moderate
Workers in the supply chain	Moderate
Inclusive, future-fit workforce	
Workforce development	High
Diversity, equity and inclusion	High
Minimising environmental footprint	
Supply chain environmental impact	Moderate
Resource use and waste in operations	Moderate

Contribution towards UN SDGs



Our five Sustainability Imperatives - Enabling net zero communities; Driver, colleague and community safety; Responsible and ethical conduct; Inclusive, future-fit workforce; and Minimising environmental footprint - remain the organising framework for this Report.

What we said we would do – and what we did

The table below maps each commitment from our 2024 roadmap to the outcome delivered in 2025:

2024 Commitment	2025 Status	Evidence / Notes
Confirm supply and use of 100% recycled aluminium in CP casings	🟢	We transitioned to using recycled aluminium in the construction of our Flow units' casings during 2025
Finalise own-design controller (minimising environmental impact)	🟡	Our new proprietary controller is in its final testing stages and will be deployed in units from 2026 onwards
Automate CO2 reporting; build transition pathways; bring forward Net Zero date	🟡	Enhanced sophistication of Scope 3 reporting, allied with long term forecasting capability. Transition planning, Net Zero adjustment in train
Achieve zero waste to landfill	🟢	100% waste directed to recycling or waste-to-energy solutions
Extend apprenticeship and mentoring programme	🟡	Development work undertaken on new apprenticeship programme, due to launch in 2026
Embed Modern Slavery and Human Rights in supplier contracting	🟢	Contracts updated for range of Sustainability factors including human rights, modern slavery and environmental considerations
Attract additional talent and retain best people in growing EV talent market	🟡	28 great new colleagues joined us in 2025; voluntary attrition was 11% – higher than we'd like, and something we're paying close attention to as we scale.
Continue to win council contracts and maximise LEVI opportunity	🟢	Notable success in new LEVI contract awards (6 in-year) and robust pipeline of future opportunities
Further develop Social Value offer and deliver for communities	🟢	Established dedicated SV team; SV offer embedded in every council bid and early progress on existing partnerships

Preparing for the new B Lab Standards

B Lab's revised certification framework, released in April 2025, assesses businesses across seven areas: Purpose and stakeholder governance, fair work, JEDI (Justice, Equity, Diversity and Inclusion), climate action, human rights, environmental stewardship and circularity, and Government affairs and collective action. Our existing five sustainability imperatives map closely to this framework, providing a strong foundation for our 2027 re-certification.

We are progressing with the preparatory work involved in re-certification on the new V2.0 Standards and will submit our application and evidence base around the turn of the calendar year 2026/7.

4. Sustainability imperatives

I. Enabling net zero communities

State of the network

Measure	2025 outcome
Active charge point sockets	4,978
Active drivers (last charge <30days)	15,686
Renewable energy delivered to drivers	14.4m kWh
Miles of EV travel powered	~46m miles
ICE vehicle emissions avoided	~14,500 tCO2e

Accessible and reliable charging

Our charging network maintained 99% availability throughout 2025 and our app remained among the highest-rated peer EV charging apps on both the App Store and Google Play.

We continue to design our charge points with access and inclusion at their heart - ensuring unimpeded pedestrian flow, minimising trip hazards and maintaining accessible socket heights for wheelchair users as standard.

The LEVI opportunity

The Local Electric Vehicle Infrastructure (LEVI) programme represents the most significant structural opportunity for on-street charging in a generation. Administered by the Office for Zero Emission Vehicles, LEVI provides capital grants to local authorities to deploy residential charging infrastructure, particularly in areas where home charging is not possible. char.gy is actively bidding for and winning LEVI contracts, leveraging our proven council relationships, in-house product capability and track record of delivery.

Value for money

Our award-winning nighttime tariff, introduced in 2024, continued to deliver exceptional value to drivers in 2025 – offering market-beating off-peak rates and actively encouraging charging during periods of low grid demand. During 2025, we rolled out new pre-authorisation capability, ensuring that charging sessions begin smoothly and securely with minimal payment delays and card verification errors.

Improving air quality

We estimate that our activities removed approximately 14,500 tCO_2e of emissions from the communities in which we operate in 2025, >20x the estimated carbon footprint of our entire operations. This remains our most powerful measure of positive impact: the ICE vehicle emissions that our charge points prevent from ever entering the air in residential neighbourhoods.

Social value in our communities

Towards the end of 2024, we created a dedicated Social Value function to structure and maximise the community benefits we deliver alongside our charging infrastructure. In 2025, this function has defined the processes and procedures required to deliver measurable outcomes across education, employment and community investment in the long-term.

As a result, char.gy is fully prepared for the long-term delivery of social value commitments across our public sector LEVI contracts, which will see the delivery of over £100m of localised value over the next fifteen years.

Our social value commitments are embedded in every council contract we sign, but with the majority of our current partnerships still in their relative infancy – where the priority is delivering reliable infrastructure at pace – the most significant community programmes will begin to take effect from next year onwards. We have, however, already made a start in Brighton where we supported the Brighton and Hove Food Partnership with a donation from funds raised via the London to Brighton bike ride, as well as supporting environmental conservation by joining the SeaLife Brighton Beach Clean. In addition, our work in Barnet has seen a focus on career paths, with char.gy working with the Barnet and Southgate College to deliver careers talks to Electrical Engineering Students. We look forward to reporting more fully on our social value impact as our network matures.

II. Driver, colleague and community safety

Safety record

We are proud to report that char.gy maintained an excellent safety record in 2025. We achieved zero RIDDOR-reportable incidents and recorded one lost time injury, which resulted in one day lost. For the reporting period, our Total Accident Frequency Rate (TAFR) was 0.67. This performance was delivered against a backdrop of more than 1,000 new charge point installation activities undertaken by contractors, alongside c.8,000 reactive and routine maintenance events across our installed charge points. Continuous incident reporting and the transition to Evotix have provided valuable insight into operational risks, reporting trends, and opportunities for preventative action.

Culture of active risk management

Our 'Safety Moments' programme, initiated in 2024, has become an embedded part of our meeting culture - ensuring safety remains front of mind across all teams, not just those in the field. In 2025 we enhanced Safety Moments into structured, behaviour-led discussions supported by real-world learning and active leadership engagement. This was reinforced through FELT Leadership initiatives, H&S immersion days involving multiple teams, and safety culture programmes driving a shift from reactive to proactive risk awareness, open reporting and observation recording.

A company-wide rollout of CDM, First Aid, and Fire Warden training broadened capability and engagement across teams. The introduction of the Evotix incident management system replaced legacy processes, supporting a transition from reactive response to preventative monitoring, alongside updates to risk management aligned with ISO 31000.

H&S culture surveys conducted in November 2025 and March 2026 provided key insights to track progress and inform continuous improvement.

Protecting drivers from quishing and cyber threats

Following our coordinated response to the rise in fraudulent QR codes ('quishing') in 2024, we are pleased to report no repeat incidents in 2025. We continued to monitor this risk proactively and remain vigilant, working closely with our software team and council partners to ensure the integrity of our network.

III. Responsible and ethical conduct

Ownership and investment

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. During 2025, there were no material changes to char.gy's capital structure or further commitments of equity funding.

Board oversight

Our Board continues to play an active and engaged role in governance, working closely with the Executive Team throughout the year. In 2025, the Board held 10 meetings, with attendance of 97%.

The Sustainability & Safety Subcommittee met quarterly to review all aspects of char.gy's plans and performance in these important areas. In 2025, the Committee reviewed our progress against our Sustainability Action Plan (environmental and social), undertook deep-dives on our enterprise-wide risk framework, and assessed risk culture and specific Health & Safety interventions.

Regulatory compliance

char.gy operates within a regulated environment and maintains active oversight of all requirements applicable to our network and operations.

During 2025, we maintained our legal register to track applicable regulations and compliance status, implemented monitoring against the Public Charge Point Regulations 2023, and initiated actions to address WEEE compliance obligations through registration with a certified Producer Compliance Scheme. We also supported procurement compliance readiness under the Procurement Act 2023 and issued safety and environmental briefings across the business.

Looking ahead, we are making changes to align our management systems with updated ISO standards – including ISO 14001 in 2026 and ISO 9001 and ISO 45001 when revised in 2027 – to ensure full certification readiness by 2028.

Procurement and supply chain ethics

As we continue to scale, our supply chain has expanded in scope and complexity. We have strengthened our governance by implementing updated procurement and ethical sourcing policies for all suppliers. We have also revamped our procurement systems to align with regulatory requirements, improving transparency and compliance. All relevant suppliers are required to meet, at a minimum, the Real Living Wage, supporting fair and responsible labour practices.

In 2025, we embedded Modern Slavery and Human Rights commitments directly into our supplier contracting process. We voluntarily publish our Modern Slavery Statement, which was refreshed in 2025.

We remain diligent in paying all of our suppliers on time and regularly review our prompt payment status. During calendar 2025, we paid 96% of our suppliers within 30 days or within their payment terms.

Data and systems resilience

Our ISO 27001 certification, held since 2024, underpins a structured and continually improving approach to information security across char.gy. During 2025, we undertook a comprehensive review and strengthening of our entire information security management system (ISMS), investing in both our governance capability and technical controls.

We appointed a new Data Protection Officer, who is leading a structured improvement programme to ensure full alignment with UK GDPR, the Data Protection Act 2018 and all applicable regulatory requirements. This programme includes a thorough review of our data processing activities, records of processing and data subject rights procedures, strengthening the organisation's data protection posture and ensuring our obligations as a controller are met consistently.

In parallel, we commissioned an external review of our security maturity model, providing an independent assessment of our current capabilities and identifying areas for targeted improvement. The findings of this review are now informing the evolution of our IT and information security strategies, ensuring they remain closely aligned to the needs of the business as we scale. This work will continue to shape our investment priorities and control framework through 2026 and beyond.

At an operational level, we reviewed and updated all twenty of our IT and information security policies and procedures, ensuring alignment with ISO 27001:2022 Annex A controls, current UK legislation and evolving best practice. This included strengthening our change management framework, formalising data retention and disposal requirements and enhancing our incident response procedures to cover ransomware-specific scenarios.

We continued to mature our identity and access management posture, enforcing multi-factor authentication and conditional access policies across the organisation and centrally managing devices, their encryption and compliance policies, all using a suite of Microsoft tools.

We maintained our organisation-wide risk register, covering over sixty identified risks across product, operational and information security domains, each assessed with probability and impact scoring, named owners and documented controls.

We are pleased to confirm that no data or privacy breaches occurred during the reporting period. No incidents were reportable to the Information Commissioner's Office.

Looking ahead, our priorities for 2026 include embedding the recommendations from our external security maturity review into a refreshed IT and information security strategy, formalising our information asset register, further developing our business continuity testing programme and continuing to strengthen our supplier risk management framework as the business scales.

IV. Inclusive, future-fit workforce

Our people in 2025

We continue to onboard world-class talent into the char.gy community. Our total headcount at the year-end was 104 employees, compared to the previous year of 95. 28 new team members joined us on the journey, and our voluntary attrition rate was 11% of our headcount for the year.

Engagement

Our colleagues remain our most valuable asset, and their engagement with char.gy's mission is a critical measure of our success as an employer. We have continued to invest in our people, listening to their thoughts and feedback via both internal and external employee surveys. We are immensely proud of the scores we have achieved as we scale:

- eNPS: We maintained a high eNPS average score of 50, compared to the previous year of 52.5
- Sunday Times Best Places to Work score: our average engagement score was 88% compared to the previous year of 84%
- Great Place to Work score: our average score on the Great Place to Work survey increased to 91%, compared to the previous year of 85%

Wellbeing

During 2025 employee wellbeing remained an important focus for char.gy, supported through a purposeful programme of activities, communications and workplace initiatives. The approach extended beyond individual events, recognising that wellbeing is also shaped by an inclusive culture, strong colleague connections, shared values and a positive everyday working environment.

A key development was the launch of the company newsletter in November creating a consistent platform for internal communication, celebrating colleagues and reinforcing our shared culture and values. Our team coordinated and promoted an inclusive calendar of activities, including Bingo and Quiz Nights, Céilí Nights, International Women's and Men's Day events, Lunch & Learns, Children in Need fundraising and seasonal activities.

Our Administration Team also led the planning and delivery of major company-wide events, including the Summer and Christmas celebrations, immersive team experiences and Revenue Kick-Off events. These provided valuable opportunities for colleagues to connect outside their day-to-day roles, build relationships across teams, celebrate shared achievements and strengthen a collaborative, values-led culture.

Behind the scenes, the team supported the wider employee experience through office moves, workspace improvements, rebranding activities and the coordination of All Hands sessions. Together, this ensured that wellbeing and culture were supported not only through individual events, but also through the everyday working environment, communication and operational practices of the business.

Training, development and apprenticeships

We continued to invest in the development of our colleagues throughout 2025, supporting both mandatory compliance and professional development across the business.

Mandatory learning was expanded to ensure all employees completed training aligned to our core business and compliance requirements, including our Code of Conduct, Information Security, Sustainability, Environmental Awareness, Diversity & Inclusion, and Health & Safety.

During the year, we also prepared for the launch of our new learning platform, The Network, which successfully launched in April 2026. The platform provides colleagues with easy access to a wide range of learning resources, while giving managers greater visibility of training, skills and compliance across their teams.

To support operational excellence, we scoped role-specific learning for our Operations teams, helping to build the knowledge and competence required for each role while supporting greater consistency and ongoing development. We also continued to invest in our people managers through development programmes for new line managers and launched a structured mentoring programme, pairing colleagues with experienced leaders across the business to encourage knowledge sharing, professional development and career growth.

In addition, we commenced the development of the UK's first sector-leading apprenticeship programme for on-street EV charging engineers. Launching in Autumn 2026, the programme has been developed in collaboration with Perry Hazell, STEM Outreach Lead at the Institution of Lighting Professionals (ILP), and London Design & Engineering UTC. The apprenticeship aims to establish an industry standard for new engineers entering the EV charging sector and will be made available across the wider Charge Point Operator (CPO) industry, helping to attract, develop and retain the skilled workforce needed to support the UK's transition to electric vehicles.

Diversity, equity and inclusion

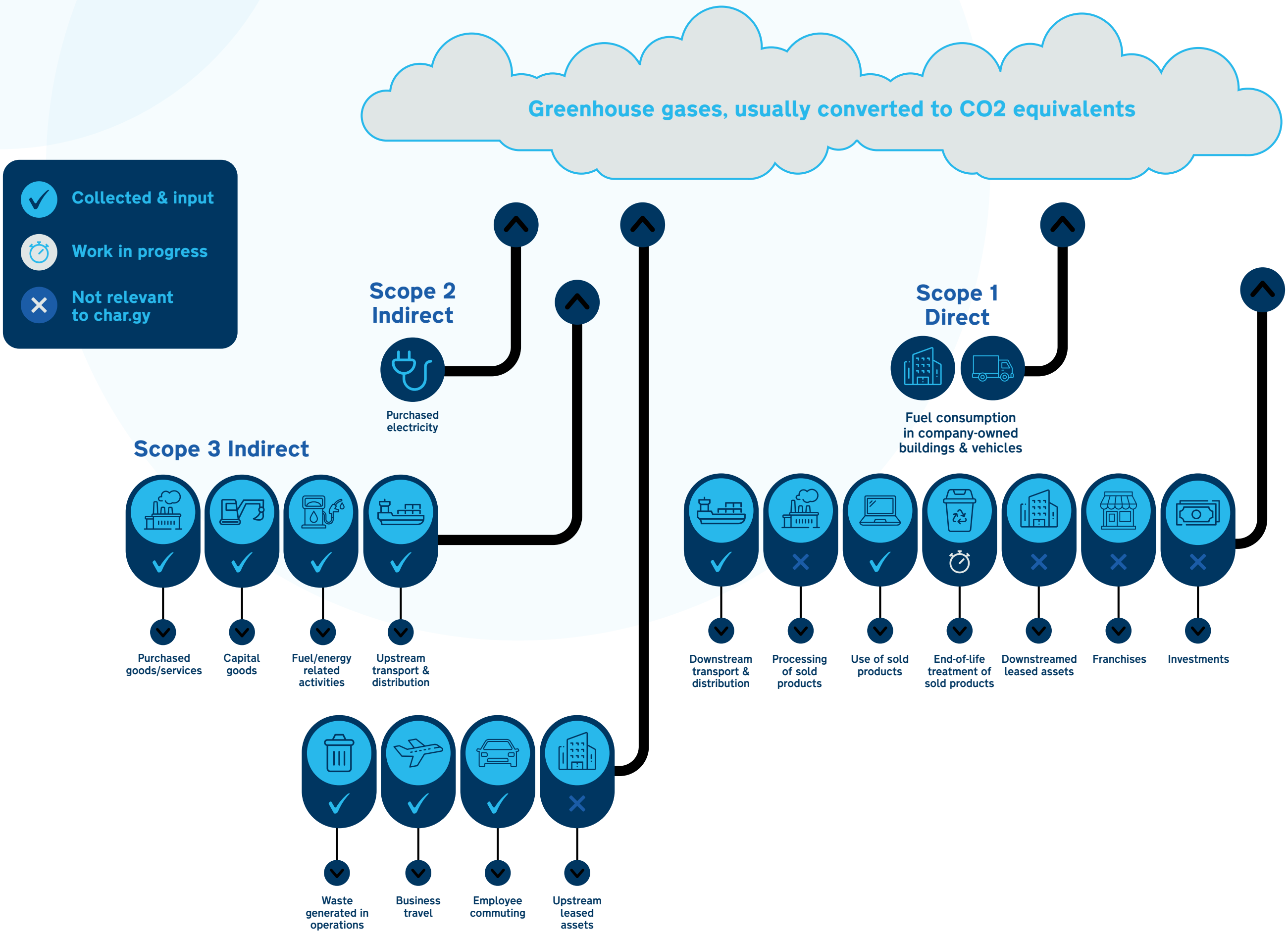
We continue to target greater gender diversity at senior leadership level. From 24% female senior leaders in 2024, we aim to achieve 50% by 2030. Progress was made in 2025 – an increase to 30% female role holders in senior roles, while women represented one-third of our entire workforce. We were proud to have hired women across all levels of the organisation and to support mothers with maternity leave and return to work programmes.

Policies that protect

No new or materially updated employee-facing policies were introduced in 2025. Our existing Employee Handbook and supporting policies remained in place throughout the year and continued to underpin how we operate. As we continue to scale, we will review policies and procedures to ensure that they keep pace with our growing workforce.

V. Minimising environmental footprint

We continue to improve the sophistication and accuracy of our carbon reporting, significantly improving the depth of analysis that underpins this reporting again this year. This included undertaking a detailed bottom-up review of all components used in the manufacture of our charge point models and their installation process (site surveying, civils and associated transport). We continue to report the same suite of Scope 1, 2 and 3 categories; Scope 3 category 12 (End-of-life treatment of sold products) remains our only gap, principally as we have so few charge points to recycle at this point of our network deployment.



GHG emissions — 2025 data

Emissions intensity for 2025 (most recent year) was 138.3tCO2e per 1000 active charge point sockets, calculated as total emissions of 688.6tCO2e across 4,978 active charge point sockets. This compares to 332.9tCO2e per 1000 active charge point sockets in our updated Baseline year.

In 2025, our GHG intensity fell to 138.3 tCO2e per 1,000 active sockets – ahead of our 2030 target of 161.2 tCO2e, and a 58% reduction from our 2023 baseline. This reflects the significant improvement in our hardware design, including the transition to recycled aluminium, and improved data quality. However, we expect intensity to rise over the next two to three years as the volume of hardware construction and installation increases to meet our LEVI pipeline commitments. For this reason, we are not resetting a more ambitious interim target at this stage, but remain committed to our long-term trajectory.

Absolute emissions are expected to rise over the period to 2030 as the business scales but we anticipate that we will be able to bend the absolute emissions curve in time.

Emissions:		Most recent year (2025)	Prior year (2024)	Baseline year (2023)
TOTAL (tCO²e)				
Scope 1		-	-	-
Scope 2		**5.6**	**9.5**	**8.8**
	Scope 2 Categorisation			
	Electricity used in buildings	-	6.6	4.8
	Electricity used in fleet EVs	5.6	2.9	4.0
Scope 3		**683.1**	**895.3**	**1,008.8**
	Scope 3 Categorisation			
	1: Purchased goods and services	519.2	744.9	875.1
	2: Capital goods	64.1	71.2	60.4
	3: Fuel & energy activities not in scope 1 or 2	2.1	2.3	2.1
	4: Upstream transportation & distribution	17.6	2.8	6.3
	5: Water and waste	0.2	0.4	0.7
	6: Business travel	27.8	36.0	25.0
	7: Employee commuting and homeworking	52.0	37.5	37.9
	9: Downstream transportation & distribution	-	0.2	1.3
	11: Use of sold products	-	-	-
Total Emissions		**688.6**	**904.8**	**1017.6**

Hardware circularity: recycled aluminium

A key commitment from our 2024 roadmap was to confirm the supply and use of 100% recycled aluminium in our charge point casings. We have now completed the transition to renewable aluminium: the casings of our core Flow units are fabricated from recycled metal. This has made a material difference to the embodied carbon in our charge points, reducing the total by c.30%.

Own-design controller

The development of char.gy's own-design controller, which has the potential to materially reduce our Scope 3 Category 1 emissions (Purchased Goods and Services, our largest single emissions category), progressed well during 2025. Our proprietary controller is in its final testing stages and when deployed will further cut embodied emissions in our Flow units.

Clean energy

char.gy supplies 100% renewable electricity to drivers through our network, evidenced by Renewable Energy Guarantees of Origin (REGOs). During 2025, we delivered 14.4m kWh of renewable electricity to drivers across our network.

Our own operations also run entirely on renewable electricity.

Waste to landfill

In 2024, char.gy sent a little over a tonne of waste to landfill. Fulfilling on our commitment to eliminate landfill from our operations, in 2025 we reduced this to zero. All of our waste is transferred to recyclers or delivered to waste-to-energy production.

We remain committed to our 2030 target of zero landfill waste.

Separately, as a registered Producer of Electrical and Electronic Equipment under the UK WEEE Regulations 2013, char.gy meets its obligations for collection, treatment and recycling of end-of-life charge point equipment through membership of a certified Producer Compliance Scheme. Our Producer Registration Number is WEE/MM6213AA.

CSRD alignment and climate risk

Although char.gy is not currently within scope for mandatory CSRD reporting, we are monitoring the evolving regulatory landscape and aligning our reporting voluntarily with the principles of the VSME (Voluntary Sustainability Reporting Standard for SMEs). We are also developing our assessment of physical and transition climate risks in line with TCFD recommendations.

5. Roadmap for 2026

Focus areas for 2026

Imperative	Focus area for 2026
Enabling net zero communities	Continue LEVI contract wins and translate pipeline into delivered sockets at pace
Enabling net zero communities	Deliver committed social value outcomes across all active council contracts
Enabling net zero communities	Launch and grow local hiring, apprenticeship and mentoring programme
Driver, colleague and community safety	Further embed char.gy-wide integrated risk management system
Driver, colleague and community safety	Extend Safety Moments and near-miss reporting culture
Responsible and ethical conduct	Embed Modern Slavery / Human Rights contractually across all new supplier agreements
Responsible and ethical conduct	Embed recommendations from external security maturity review into refreshed IT and information security strategy; formalise information asset register and strengthen supplier risk management framework
Inclusive, future-fit workforce	Improve senior leadership gender diversity toward 50% target
Inclusive, future-fit workforce	Upskilling in Artificial Intelligence capabilities – both internal (e.g. hackathons) and external support on workflow design and efficiency improvements
Minimising environmental footprint	Launch own-design controller; publish Scope 3 reduction
Minimising environmental footprint	Confirm on-going achievement of 100% waste diverted from landfill
Minimising environmental footprint	Build and publish Net Zero transition pathway (ahead of 2050 target)

KPIs — Actuals vs. 2030 targets

Imperative	Measure	2024 Actual	2025 Actual	2030 Target
Enabling net zero	Operational charge points (#)	3,879	4,978	>60,000
Enabling net zero	CP availability (%)	99.1%	99%	99%
Enabling net zero	Avoided emissions (tCO_2e)	10,974	14,439	-
Enabling net zero	LEVI sockets awarded (in-year)	c.6,000	c.20,000	-
Colleague safety	Lost time injuries (#)	0	1	0
Driver safety	Avg. emergency incidents per CP (#)	0	0	0
Ethics	Ethical breaches / whistleblowing (#)	0	0	0
Ethics	Data security / privacy breaches	0	0	0
Ethics	Payment within terms (%)	-	96%[6]	-
Workforce	Employee NPS (eNPS)	51	50	-
Workforce	Senior leadership gender diversity (%)	24%	30%	50%
Workforce	Apprentices / trainees supported (#)	0	0	4
Environment	GHG total (tCO_2e)	904.8	688.6	-
Environment	GHG intensity (tCO_2e/1,000 sockets)	233.3	138.3	161.2
Environment	Waste to landfill (tonnes)	1.1	0.0	0.0

6. Data is for calendar 2025.

6. Appendix

I. B Corp certification — score and breakdown

char.gy achieved B Corporation certification in 2024 with a score of 101.2 – compared to the median aspirant score of 50.9 and the 80-point certification threshold. char.gy is one of few Charge Point Operators in the UK to hold B Corp certification.

B Corp area	char.gy score	Maximum available
Governance	14.8	20
Workers	27.7	40
Community	15.3	40
Environment	39.9	75
Customers	3.2	5
TOTAL	**101.2**	**180**

II. New B Lab Standards — mapping to char.gy imperatives

Re-certification is due in 2027 under B Lab's new Standards framework (released April 2025). char.gy's five sustainability imperatives map closely to the seven new assessment areas, providing a strong foundation for re-certification.

New B Lab Standard area	Char.gy Sustainability Imperative(s)
Purpose and stakeholder governance	Responsible and ethical conduct
Fair work	Inclusive, future-fit workforce
JEDI (Justice, Equity, Diversity, Inclusion)	Inclusive, future-fit workforce
Climate action	Enabling net zero communities; Minimising environmental footprint
Human rights	Responsible and ethical conduct
Environmental stewardship and circularity	Minimising environmental footprint
Government affairs and collective action	Enabling net zero communities

III. GHG emissions

We issued a refreshed Carbon Reduction Plan in 2026, reflecting emissions for the 2025 financial year. Included in that report was an update to certain GHG methodologies. Rather than repeat them in full in this Impact Report, a link to those disclosures is included here. As was the case in prior years, char.gy was supported by Perigon Partners, a strategy and sustainability consultancy, in the publication of this Report.

IV. Regulatory compliance summary

Regulation / Standard	Relevance	Status
Public Charge Point Regulations 2023	Open access, contactless payment, pricing display, roaming	Compliant
OCPP (Open Charge Point Protocol)	Interoperability standard for CP-to-network communication	Compliant
ISO 9001 (Quality Management)	Customer satisfaction and process quality	Certified 2024
ISO 14001 (Environmental Management)	Environmental management system	Certified 2024
ISO 27001 (Information Security)	Data and cybersecurity management	Certified 2024
ISO 45001 (Health & Safety)	Workplace health and safety management	Certified 2025
CHAS accreditation	Contractor health and safety pre-qualification	Certified 2025
Waste Electrical and Electronic Equipment Regulations (WEEE)	End-of-life treatment of charge point equipment	Membership of PCS for relevant compliance period
B Corporation certification	Social and environmental performance, accountability, transparency	Certified 2024
ZEV Mandate compliance	Awareness of OEM obligations affecting EV sales growth	Monitored

V. Modern Slavery Statement

char.gy voluntarily publishes a Modern Slavery Statement. Although we are not yet of the scale that mandates disclosure, we believe transparency on this issue is consistent with our values and our B Corp commitments. Our Statement is refreshed annually and is available on our website by clicking here.

VI. Avoided emissions — methodology and assumptions

Our estimate of avoided emissions is calculated on the basis that any journey made by a char.gy-powered EV would otherwise have been made by an internal combustion engine (ICE) vehicle, and that therefore the full CO2 differential between an ICE journey and an EV charged with 100% renewable electricity can be attributed as avoided emissions. We acknowledge this involves broad assumptions – notably that all EV drivers would otherwise have used an ICE vehicle – and we continue to develop more granular methodology as data allows. Formal carbon reporting standards do not permit these avoided emissions to be netted against our operational footprint, but we report them separately as a meaningful indicator of our positive environmental impact.

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