AMPECO

Sustainability Report 2023

Enabling sustainable e-mobility





Table of Contents

Introduction

AMPECO in numbers 4
A message from the CEO 5
2023 sustainability highlights 6
Sustainability strategy 7
Goals and Progress 9
External recognition 10

Sustainable e-mobility

Product environmental features 12
Environmental impact of operations 14
- Company carbon footprint 15
- Climate goals and transition plan 17
- Commitments 18
- Electric commuting 19
- Other operational impacts 20

Supply chain environmental impacts 21

People and community

Employees 23
Customer satisfaction 25
Community engagement 26

Trust and equity

Equitable EV charging 28
Cybersecurity 29
Business ethics 29
- Ethical operations 30
- Ethical Supply chain 31

Governance

Governance model 33
Stakeholder engagement 34
External verification and transparency 35

Appendix

About this report 37
Data tables 38
Materiality assessment 39
Reporting matrices 40
Policies and standards 51
Glossary 52
Footnotes 53

Visit AMPECO's sustainability website for further reference: www.ampeco.com/sustainability

Introduction

AMPECO in numbers
A message from the CEO
2023 sustainability highlights
Sustainability strategy
Goals and progress
External recognition



AMPECO in numbers

AMPECO enables large-scale EV charging providers to launch and scale their business operations under their own brand. The company offers a white-label and hardware-agnostic EV charging management platform to cover all business cases – public, private, and home charging.

Advanced energy management, flexible billing and subscription management, automatic maintenance algorithms, and inter-operator roaming are some of the platform's key components. With security and scalability at its core, the platform allows large-scale operators like energy companies, oil and gas, fleets, hardware manufacturers and installers to achieve quick go-to-market in a few months with a ready-made platform combined with unmatched flexibility and extensibility via APIs.

2018
year founded

150+
customers

55+
countries

95K+
charge points

6
offices in different countries

120+
team members



Message from the CEO



Dear reader,

Welcome to AMPECO's 2023 Sustainability Report!

Beyond being a quickly growing business and one in a leading position in our industry segment, AMPECO is, first and foremost, a business with purpose. We have been in the EV charging space since 2018 and have proactively adopted a mindset that takes our impact on the environment, society and the communities around us into account. We have set an ambitious 2030 net-zero goal and this is already our second annual Sustainability Report.

The world is becoming a hotter place every year and we recognize the profound challenges of Climate Change. According to the latest data from Statista[1], transportation contributes ~20% to all greenhouse gas emissions globally, with road transportation at 12% in particular. Being an e-mobility charge point management system provider puts AMPECO in a key position to address these 12%. We are already taking full advantage of this opportunity. In 2023, our platform has enabled the avoidance of ~47,000t CO_2e through smart electric vehicle charging (see below for more information).

We are fully committed to going far and beyond in enabling the positive environmental impact of our customers and EV drivers by harnessing the power of innovation. What's more, we invest with an eye on scalability. We understand that a secure and scalable foundation isn't just a necessity - it's a pillar of long-term sustainability.

While we do all this, taking care of our communities - both internal (the people of AMPECO) and external to the company - will be equally important to achieve the positive social impact towards which we strive.

AMPECO's commitment to good governance is underscored by a resounding ambition - to leave an enduring legacy of positive impact in the e-mobility space and lead by example. And even more so, following ESG principles is no longer a nice-to-have, we see it as imperative to conducting responsible business.

Sincerely,
Orlin Radev, CEO

2023
Sustainability highlights

16t
CO_2e saved through electric commuting



46,792t
CO_2e saved by platform users

99,299,229
kWh charged through the platform



3
sustainability-first product features launched



160
hours spent volunteering



495,597,420
electric kilometers enabled



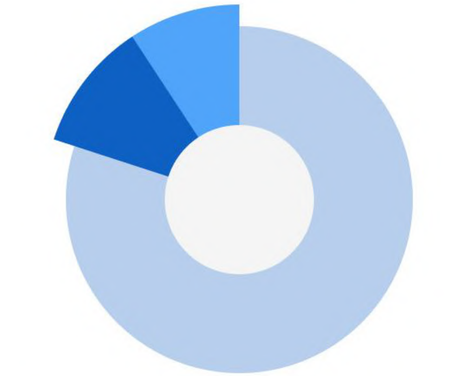
471t
CO_2e company carbon footprint

Sustainability strategy

Over the last several decades, the negative effects of climate change have become apparent to everyone on the planet. At the same time, these environmental issues further reveal and exacerbate existing social and equality issues, which put certain societies and communities at a disadvantage in meeting these challenges.

There is an overwhelming consensus among scientists and politicians worldwide that solving this issue would require swift and large-scale action.

Global greenhouse gas emissions



Transportation Road Transportation

Transportation emits billions of tons of greenhouse gasses into the atmosphere every year. These gasses primarily come from the burning of petroleum-based fuels, such as diesel and gasoline, and much of it happens in internal combustion engine vehicles (ICEVs). Since 1970, transportation emissions have almost tripled due to growing populations and economies. While transportation advances have led to economic growth, we should be achieving it in a more sustainable way. The sector now accounts for 20% of global greenhouse gas emissions (12% attributable to road transportation) and is the second-largest carbon-polluting sector worldwide.[1] This is AMPECO's biggest opportunity to make a difference in terms of positive environmental impact. If actions in this direction are also able to address underlying social issues, then their overall value would be even higher.

According to the UN's latest Global Sustainable Development Report[2] one of the four levers to bring about the needed transformation to solve the outlined issues is science and technology - and this is exactly where AMPECO is positioned. Further than that, we are doing this as a medium-sized business. Nowadays, small and medium-sized enterprises (SMEs) make up 90% of businesses worldwide, employ two billion people, and are at the heart of the goods and services the world depends on. Making bold steps on sustainability as an SME is an important part of our positioning. It is also a key aspect through which we hope to inspire action throughout our stakeholder base and the SME segment in general.

Through harnessing the power of innovation and technology AMPECO is driving action in the following three areas, which represent the three pillars of our Sustainability Strategy:

Our formal statement can be found here



Sustainable e-mobility

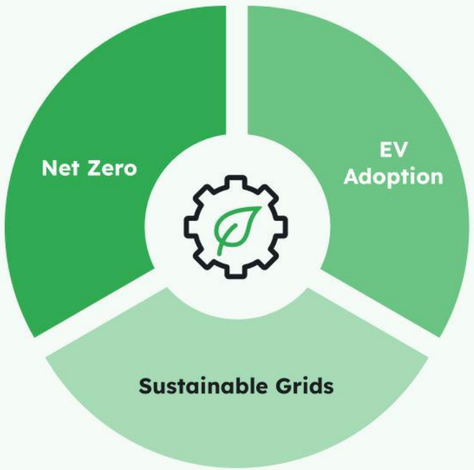
- Conduct operations in a way that will allow AMPECO to reach net-zero emissions by 2030, engaging our value chain to achieve this
- Create solutions to enable faster and more widespread adoption of EVs in order to lower transportation's overall negative impact on the environment
- Build solutions which optimize the use of electric grids and the overall power system through the integration of EV charging

People and community

- Empower AMPECO employees to be completely at-ease at work through building a workplace around values such as: equality, non-discrimination, non-harassment, integrity, openness, employee wellbeing, etc.
- Impact local communities around us in a positive way, independent of the location
- Achieve high levels of customer satisfaction - happy customers means positive social impact

Trust and equity

- Develop a product which enables equitable access to EV charging
- Manage and safeguard data in a transparent manner in order to align with ethical standards, instill trust among stakeholders and contribute to an overall governance framework that values accountability
- Conduct business in an ethical way and demand the same from our suppliers



Sustainable e-mobility



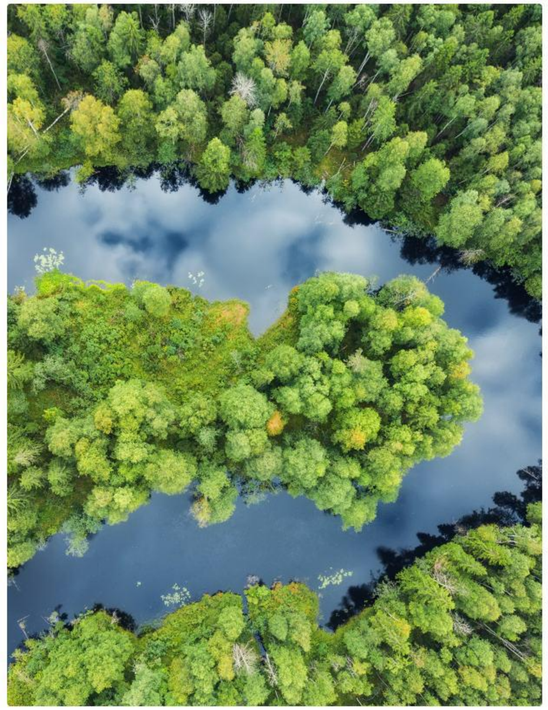
People and community



Trust and equity

Goals and progress

Our goals are very ambitious, and we realize they may be difficult to achieve fully, yet we still aim to meet them as they were initially set. It is our belief that more ambitious targets drive more significant achievements.



Goals	Description	2023 progress
Become a net-zero business by 2030	Achieve reductions in AMPECO's company carbon footprint across Scopes 1, 2 and 3 (according to the Greenhouse Gas Protocol) and offset the rest of the footprint that can't be reduced in other viable ways.	Our company's carbon footprint went up 50% in 2023 compared to 2022 (235 to 471t CO_2e).
Reduce AMPECO's operational (Scope 1 & 2) emissions by 50% by 2025 compared to 2022	Achieve reductions in AMPECO's operational carbon footprint. It represents the first step towards net-zero and most actionable part of our carbon footprint.	In 2023 our Scopes 1 and 2 footprint tripled, mainly due to us starting to report electricity charged by EVs.
Enable 3 billion electric km per year through AMPECO's platform by 2025	Enabled electric kilometers calculated based on the total amount of electricity charged by our clients through the AMPECO's EV charging platform and average electricity economy of an EV.	The amount of electric kilometers enabled through AMPECO's platform saw a 2x increase in 2023, compared to the year before - from 250M km to 496M km.
Save 250,000t CO_2e/year through enabled electric mobility by 2025	Reach 250,000t CO_2e saved in the fiscal year 2025. Amount of carbon equivalent greenhouse gas emissions saved (due to not driving an ICEV) calculated based on AMPECO's own methodology.	In 2023, the energy charged through AMEPCO's platform was enough to save ~47,000t CO_2e - up more than 2x compared to 2022, when the number was ~21,000t CO_2e.
Reach 600 hours spent volunteering by AMPECO employees by 2025	Volunteering activities defined as donating time as an AMPECO employee to support a cause or a local community initiative.	We started tracking this metric in 2023, when we achieved 160 hours of total employee volunteering hours.
Train 100% of employees on sustainability, business ethics and information security every year	Core goal to train a realistic share of AMPECO employees on topics like environmental preservation, bribery and corruption, discrimination, information security protocols, etc.	In 2023, 87% of our employees went through basic sustainability training and 98% completed an information security training.
Investigate and close 100% of cases coming through AMPECO's Whistleblower process	A core goal to ensure AMPECO addresses each reported case of a grievance or concern by any type of stakeholder to the company.	0 cases received in 2023.

External recognition

AMPECO's efforts and the quality of its ESG programs have also received recognition from reputable global certification and rating systems. For us, it is critical to have third parties verify our sustainability approach and performance, as this naturally instills trust in them. Another important reason for us to go through something like this is to benchmark and align the direction of our efforts with global standards and, more importantly, receive feedback from an impartial side, which will help us elevate our performance to the next level. For all these reasons, in 2023 AMPECO took a couple of big steps:

First came our B Corp certification in July 2023. By harnessing the power of business, B Lab, the nonprofit network certifying B Corporations, positively impacts companies worldwide, helping them balance profit with purpose. Unlike other business certifications, B Lab holistically measures companies' entire impact, covering five key areas: Governance, Workers, Community, Environment, and Customers. AMPECO has undergone a long and rigorous process to achieve this certification, which requires engagement across teams and departments. Despite being AMPECO's first try at a company certification of this type, we received an excellent score of 103.8. For comparison, the median score of an ordinary business (according to B Corp) is 50.9. You can see a detailed breakdown of AMPECO's score at the B Corp website.[3]

Just a few months later - in October 2023 - AMPECO received a Silver rating from EcoVadis[4] after being officially rated for the first time. We scored 59/100 points, placing AMPECO in the top 25% of over 100,000 rated companies worldwide. EcoVadis is the largest and among the most highly recognized business sustainability rating systems worldwide. Rated companies represent 175+ countries and 200+ industries. The EcoVadis rating is based on an assessment methodology that evaluates how well a company has integrated sustainability and corporate social responsibility (CSR) principles into its business and management system. It is built on international sustainability standards, including the Global Reporting Initiative, the United Nations Global Compact, and ISO 26000. The rating system assesses performance across 21 indicators in four themes: Environment, Ethics, Labor & Human Rights, and Sustainable Procurement.

Another source of pride for AMPECO last year was that the AMPECO EV charging software platform received the special ESG award for Digital Climate Solution by PricewaterhouseCoopers (PwC). In a ceremony in November 2023, a jury distinguished AMPECO's product for its contribution to lowering the transportation sector's carbon emissions by enabling electric mobility. This distinction comes on the back of the 2022 sustainability business model award given to AMPECO's product by Arthur D. Little.[5]

Certified B Corporation

AMPECO's score: 103.8

ecovadis

AMPECO rated Silver

pwc

ESG awards - Digital climate solution

ARTHUR D LITTLE

Sustainability award in automotive

Sustainable e-mobility

This pillar of our strategy has a focus on environmental sustainability and is the one that gives us the most significant opportunity to make an impact. The “environmental” aspect is intrinsic to the nature of AMPECO’s business. EV charging is an essential instrument in the transition to low-carbon energy, which is a key focus area for governments and companies as of late. For perspective, the total investment in energy transition has reached $1.8 trillion in 2023 globally - of them >$600 billion invested in EVs and charging infrastructure.[6] In many cases e-mobility is described as synonymous with sustainable mobility in general and this is because e-mobility is considered a key lever in reducing overall GHG emissions from transportation and tackling Climate Change.

For AMPECO, making a positive impact and achieving our goals in this area is incumbent upon building an innovative product, managing our operations and also - our supply chain. In this chapter, we explore them in detail.

Product environmental features

Environmental impact of operations

- Company carbon footprint
- Climate goals and transition plan
- Commitments
- Electric commuting
- Other operational impacts

Supply chain environmental impacts



Product environmental features

Our product, an industry-leading charge point management software platform, does not only complement the charge point hardware - it enables the charger to perform sophisticated actions, allowing operators to manage almost every aspect of the EV charging process and connecting all the stakeholders to it.[7]

In 2023, the energy charged by EVs connected to an AMPECO-supported charge point surpassed 99,299,229 kWh. This amount was enough to enable close to 495,597,420 electric kilometers and prevented 46,792t CO_2e from being released into the atmosphere.[8]

99,299,229 kWh surpassed by supported charge point

495,597,420 electric kilometers enabled

46,792t CO_2e prevented from being released into the atmosphere

AMPECO's product falls within the "climate tech" or "green tech" definitions[9,10] - after all, we enable an efficient and user-friendly charging process and decarbonizing transportation is one of the key levers to achieving global net zero emissions by 2050 in order to be aligned with limiting global temperature rise to 1.5°C, per the Paris Agreement.[11] Yet, our sustainability ambition is to go beyond the core EV charging software product features and use our extensive innovative capabilities to build software that enables an accelerated low-carbon energy transition.

Here, we'll highlight our progress to date with a selection of key AMPECO product features. Meanwhile, our innovation efforts persist, with several more features currently in development.



CASE STUDY

AMPECO integrated two solar energy features into VCHRGD's chargers, which are accessible to EV drivers via the mobile app. One is a solar smart charging mode for CT clamp-equipped charge points, and the other enables drivers to utilize their excess solar energy directly for EV charging.

Smart Charging and sustainable grids

The charging behavior of EV drivers is uniquely positioned to influence grid infrastructure sustainability, as well as drive general CO_2e reduction.

AMPECO's CPMS Smart Charging suite of features enables:

- optimized charging schedules
- balanced load distribution
- participation in market-wide demand response events

All of them help prevent grid overload, lead to reduced infrastructure costs and minimized grid strain.

In 2023, Dynamic Load Management was used by almost 50% of AMPECO customers, on average, as our data shows. This number only underscores the usefulness of this AMPECO product feature.

Charge point operators also use AMPECO Smart Charging as a tool to encourage EV owners to charge during periods of low demand and higher renewable energy generation, thus reducing the overall carbon footprint of EV charging by more than 30%, according to our figures in available markets.

Solar energy integration

AMPECO's software enables setting a priority on charging with renewable energy sources and taking advantage of the excess solar energy created by residential or commercial PV installations. In this case, the software-managed charging station and the solar installation combination are a real game-changer. Through aligning EV charging with clean energy production, CPOs and EV drivers support the use of renewable resources and promote a more sustainable energy mix, besides potentially saving money on their electricity bills.

How significant are the carbon savings that could be achieved? A quick look at scientific data gives the answer: the lifecycle emissions of solar energy are ~12 times lower than energy produced by natural gas power plants and ~25 times lower than coal energy.[12]

Optimized cloud usage

As a SaaS company, how we design our software architecture and optimize the use of cloud services matters to our carbon footprint, but also to our customers'. We are constantly optimizing our database usage, automated test run times, dynamically scaling infrastructure workloads and many more. Learn more about this aspect and how it is managed at AMPECO under the Supply Chain Environmental Impacts section below.

- We cut our database usage in half through an optimization of one of our logs processes
- Reduced the time to run automated tests 6 times
- Assets are created with code that is constantly reviewed and updated and no unused ones exist
- Workload infrastructure is scaled dynamically
- Code is constantly optimized to consume the least possible time or resources
- Servers are geographically located close to the actual data center

Carbon insights

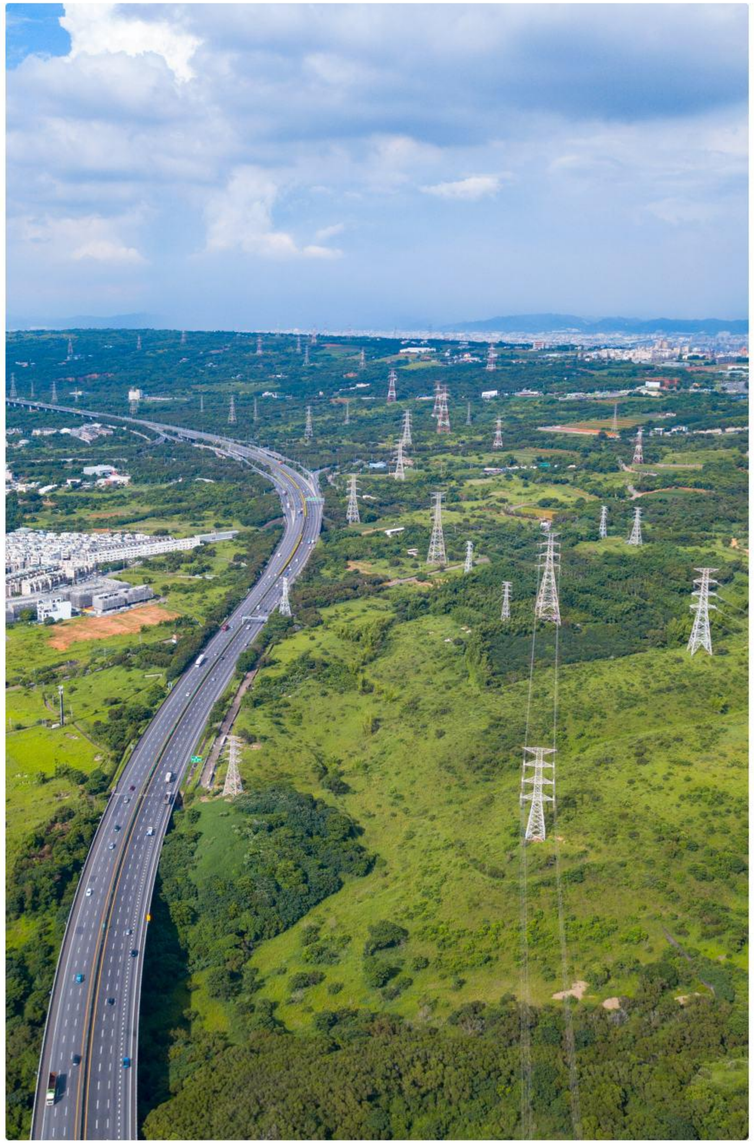
Carbon data can help inform climate-related business decisions - whether it is about decarbonizing a company's own operations or encouraging EV drivers to make carbon-conscious decisions. This is exactly what AMPECO does for our own B2B customers and also their customers - the EV drivers.

AMPECO offers our customers insights, based on good-quality emission factors and carbon intensity data. A key aspect of the offering is the high level of granularity of the data, which gets updated live as frequently as every hour.

We provide this option to our customers, because we believe that information is power in this context. On the EV drivers' side, the charge point and mobile app are providing them with high-accuracy insights into their charging activities:

- Carbon footprint of electricity charged during sessions
- CO_2e saved through charging and driving an EV instead of an internal-combustion-engine vehicle

Charge point operators can see this type of data available to be broken down in various possible ways and pull custom reports from AMPECO's Reporting module.



Environmental impact of operations

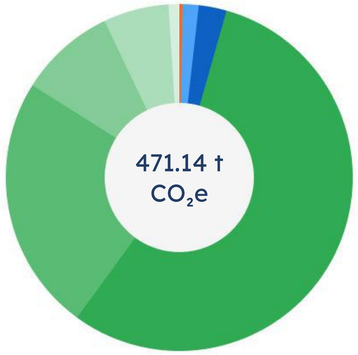
Beyond our product, it is important for us to manage our operations in a way that reduces our impact on the environment. In AMPECO's case, the operational aspect is more relevant than an average company, due to a key aspect of our business model: a white-label SaaS platform. If we perform better in our operations in that aspect, then this would have a relatively higher impact on the companies to which we supply our product. For example, if we manage to create a unit of product (figuratively) with less resources, less associated waste, carbon and water emissions, we'd reduce our customer's footprint, as well. Among other things, we deliver on our mission to enable sustainable e-mobility through our operational impact.

To achieve this, we measure, set goals and manage our carbon footprint, waste, water, air quality and other aspects. See the rest of this section for details of the "what" and the "how".



Company carbon footprint

2023 AMPECO Carbon footprint



Scope	tCO_2e	%
Scope 1: Fugitive emissions:	1.26	0.3
Scope 2: Purchased heat	6.95	1.5
Scope 2: Purchased electricity	12.28	2.6
Scope 3: Purchased goods and services	262.35	55.7
Scope 3: Business travel	112.68	23.9
Scope 3: Use of sold products	42.32	9
Scope 3: Employee commuting	28.71	6.1
Scope 3: Fuel and energy-related activities	4.26	0.9
Scope 3: Waste generated in operations	0.32	0.1
Total greenhouse gas emissions	471.14	100

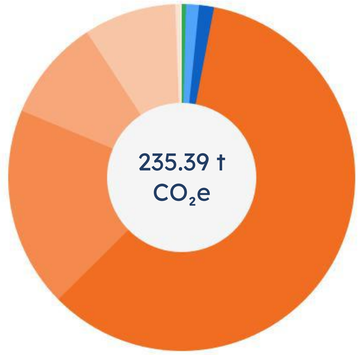
AMPECO measures and reports its company carbon footprint for a second year in a row, which means that in 2023 we are reporting the first trends over time. See what AMPECO's carbon footprint looked like in 2023 in the figure to the left.

These numbers show a typical picture for a software/service company: Scope 3 emissions constitute the vast majority of the company's GHG emissions. The fact that AMPECO uses a leased office space, a leased company car park and managed data center services help make the Scope 3 emissions' share even higher. The Scope 3 category "Purchased goods and services" is by far the biggest of all categories across all scopes. The biggest emission contributors there are our data center hosting services, various other digital tools and services we use and business travel.

Before starting our 2023 carbon accounting process, we decided to switch to a new and more sophisticated approach to help us with the calculation. For this we partnered with Plan A to use their carbon accounting tool.[13]

We also took a look at 2022, since it is an important year in our carbon accounting - it is the first year, for which we reported and also the base year for our carbon goals. The Greenhouse Gas Protocol recommends recalculating one's base year carbon footprint, should there be a significant change in the calculation methodology[14], so we did just that. After we ran the 2022 data through the new tool, the numbers turned out to be quite different. We also got insights into where the gaps were in our first carbon calculations, reported in the 2022 AMPECO Sustainability Report. Here is why, for visibility, we are publishing the revised 2022 figures in this report, see figure to the right.

2022 AMPECO Carbon footprint



Scope	tCO_2e	%
Scope 1: Fugitive emissions:	0.85	0.4
Scope 2: Purchased heat	2.97	1.2
Scope 2: Purchased electricity	3.3	1.4
Scope 3: Purchased goods and services	140.36	59.6
Scope 3: Business travel	43.96	18.7
Scope 3: Employee commuting	22.34	9.5
Scope 3: Use of sold products	20.24	8.6
Scope 3: Fuel and energy-related activities	1.15	0.5
Scope 3: Waste generated in operations	0.22	0.1
Total greenhouse gas emissions	235,39	100

When comparing our 2022 and 2023 data, there are some key trends and takeaways for AMPECO:

- The total company GHG emissions have increased by 50% YoY, largely attributed to the organic growth of the company, both in terms of number of employees (47% increase YoY) and revenue (83% increase YoY). Interestingly, it were these trends, which recently got AMPECO ranked by the Financial Times among the 100 fastest growing companies in Europe as part of its annual FT1000 list.[15]
- The shares of emissions across scopes and categories remain very similar YoY with one notable exception: business travel, which grew from 19% to 24% share. The increase in the emissions associated with this category are easily explained - in 2023 AMPECO shapely increased its global presence, opening offices in several countries on 2 continents (Europe and North America) while also attending 27 industry events.

The insights derived from this data, along with others, are informing our carbon reduction strategy and the necessary actions to achieve our goal of becoming a net-zero company by 2030. This topic will be discussed in the subsequent section in this report chapter, see below.

AMPECO's 2023 carbon accounting process was carried out using state-of-the-art digital tools (in which we invested a considerably) to ensure high level of accuracy. We also recalculated our carbon footprint in 2022, which is our net-zero target baseline year.

All GHG emissions data shown above is verified by Plan A[13]. Their methodology is certified by TÜV Rheinland[16] in accordance with the Greenhouse Gas Protocol, scientifically based and reflecting the state of the art.



Climate goals and transition plan

Progress is always best achieved when there is a clear plan outlining what needs to be achieved, how it will be accomplished, and the timeline for completion. AMPECO has ensured all this is in place.

Our primary climate objective is to become a net-zero company by 2030 - a commitment we made in 2021 and continue to pursue it. Net-zero is the ultimate climate goal for every company and AMPECO plans to achieve it in a relatively short time frame - also underscoring how ambitious we are.

What is new for us in 2023, is that we established a new mid-way climate target focused on our operations. We aim to cut our Scope 1 and Scope 2 emissions in half in the next 2 years. In 2023 our operational emissions tripled, as the company grew quickly and AMPECO' company EV fleet more than doubled in size and, respectively, so did the electricity charged to use the vehicles. Yet, we believe that we will be able to meet our goal nevertheless.

In early 2024 AMPECO published its first Climate Transition Plan, based on 2022 and 2023 carbon accounting data. In it, we detail specific actions and steps we plan to take over the coming years, in order to get to net zero by 2030. This plan will be updated and republished on an annual basis. It is publicly available at: www.ampeco.com/ctp



Commitments

We don’t stand on the sidelines but proactively drive an ambitious agenda. Achieving our very ambitious net-zero-by-2030 target requires big-time cooperation with our stakeholders and influencing others to take action.

For this reason we are involved with and committed to a number of climate-related initiatives like the ones highlighted on the right.

In 2024, we also plan to report to the Carbon Disclosure Project (CDP)[17] and get our net-zero goal verified by the Science-Based Target Initiative (SBTi).[18]

TechZero

A group of tech companies committed to fighting the climate crisis. By joining forces, we can make faster progress to net zero.[19]

The SME Climate Hub

A non-profit global initiative that empowers small to medium-sized companies to take climate action and build resilient businesses for the future. Through the SME Climate Hub AMPECO has pledged to achieve net-zero GHG emissions by 2030 already back in 2021 and report on progress towards this goal on a yearly basis.[20]

The Global Renewables Alliance

An initiative to drive the tripling of renewable energy capacity to a minimum of 11,000 GW by 2030. A recent key success of the initiative was the commitment to triple renewable energy reached at COP28.[21]

The Climate Pledge

A commitment to reach net-zero carbon emissions by 2040. It brings the world’s top companies together to accelerate joint action, cross-sector collaboration, and responsible change.[22]

Electric commuting

When we talk about our commitment to sustainability at AMPECO, we practice what we preach in every way we can. Our electric commuting program is a great example of us going out of our way to reduce GHG emissions in our operations. We offer our employees two ways to commute and travel by EV:

- Leased electric vehicles for free use, that are normally used for 1-2 weeks after being booked
- A generous monthly subsidy to two separate EV-only car sharing networks



Both of these options are available to the employees of AMPECO's biggest site in Sofia, Bulgaria. Clearly, they represent a great employee perk and a tool to attract and retain employees, yet their positive environmental impact is unquestionable. We have summarized the related impact data in the table below.

Employee service	Distance traveled, km	t CO_2e saved
Leased vehicles	176,200	13
Spark car sharing	32,200	2
GoeGo car sharing	13,800	1
Total electric km	**222,200**	**16**

The calculations above follow the methodology already used in the estimation of the GHG emissions saved through all the energy that was charged through AMPECO's platform in 2023 and take into account a number of factors to make the calculation as precise as possible.[23]

Beyond the positive carbon impact, these electric vehicle employee perks contribute to a better air quality. This is an especially important aspect for the city of Sofia, Bulgaria, where many of these electric vehicles have been driven. Sofia is known for its poor air quality, which stems from several factors. So, any positive contribution to this aspect is highly valuable to the city.



Other operational environmental impacts

AMPECO is a company, which provides employees flexible options for a workplace - either at home or at the office - and it is their decision where and when they would work. On average, AMPECO employees work more at home than in the office, so we try to address their virtual office environmental impacts, as well.

We have put in place the following two policies to cover all bases:
- the AMPECO Environmental Policy[24]
- the AMPECO Virtual Office Stewardship Policy[25]

We also plan to certify our biggest site in Sofia, Bulgaria to ISO 14001 during 2024 to solidify our efforts in environmental management, listed in this chapter of the report.

At AMPECO, we strive to raise awareness and provide resources concerning environmental issues and good practices, which everyone can apply at home or at the office. In 2024 we plan to conduct the first comprehensive sustainability training for employees as part of these awareness efforts.

AMPECO has established offices in 6 countries around the globe: Bulgaria, France, Germany, UK, USA and the Netherlands. In many of these countries our presence began throughout 2023 and we don't have a full year of data yet to report on. Therefore, in this section we'll focus on our location and offices in Sofia, Bulgaria for the following three reasons:
- this is where AMPECO is headquartered
- it is our biggest location in terms of number of employees by far
- in 2023 we moved to a new and more sustainable office building

Sustainable Office Building

In October 2023 AMPECO relocated its largest site to a new office building, which is EDGE certified[26] for its environmental sustainability performance. To attain an EDGE certification, a building had to meet specific criteria demonstrating energy efficiency, water efficiency and choice of sustainable materials.

When determining the new location for our primary site, sustainability considerations played a crucial role in the selection process. By prioritizing sustainability criteria, AMPECO aimed to significantly reduce our operational impact and better manage environmental aspects such as energy consumption, waste management, water usage, and air quality.

Waste management

In 2023, AMPECO's office in Sofia produced 1296 kg of waste in total. We separate our waste into the standard fractions: general, plastic and metal, paper and cardboard, glass. Additionally, we provide employees with options to dispose of WEEE (waste from electric and electronic equipment) and batteries.

We reuse all kinds of hardware equipment and furniture (laptops, monitors, chairs, desks) as much as possible.

In 2023 we moved into a new office building. A key criterion throughout the selection process was sustainability. Our headquarters now resides in an EDGE-certified building, which has considered its exceptional performance in sustainable water, waste and energy management in order to provide the certificate.

Water management

AMPECO's water usage in 2023 was 196m³ and it increased 133% compared to 2022. The water intensity numbers also increased: 1.5m³/employee/year in 2022 to 2.4m³/employee/year in 2023. The reasons behind this increase are due to a different setup in our old offices, and sharp increase in the number of employees YoY.
We were observing the trend and decided to put additional efforts and investment to decrease water usage as much as possible when moving to our new office. When we did this in October 2023, we installed special water-saving devices on each of the faucets in the office. We have only tracked water usage for just over 2 months on our new site, yet we were able to estimate that these devices could decrease total water usage by 49m³ or ~25%.[27]

Air pollution management

Our operations are not air-pollution-intensive; in fact, our contribution to outdoor air pollution is close to zero.

Supply chain environmental impacts

Cloud environmental impact management

As a software-as-a-service (SaaS) company we offer a product which is based in the cloud. AMPECO's software uses Amazon Web Services (AWS) environment to host our solutions. In our case, the majority of our cloud usage is due to our customers operating our software. The more customers and charge points are connected to our software and the more charging sessions are being performed on it, the higher our total cloud usage would be.

This correlation means that a fast growing company like AMPECO will always see an increase in cloud service usage. This observation is confirmed when we look at our carbon accounting data - the carbon footprint related to our AWS usage has nearly doubled in 2023 compared to 2022. We aim to decouple our AWS usage growth trajectory from the one showing the company's growth (both in terms of revenue and employees). In 2023 there are good signs that we are achieving this already - our cloud usage did not grow as much, relative to our revenue growth.

We achieve this in two major ways. One of them is working with AWS to reduce the footprint of our cloud usage. Amazon is already by far the non-utility company with the biggest purchases of renewable energy worldwide.[28]

Another way we do this, is building a more efficient architecture for our software and AMPECO's product, respectively. Here are some examples from actions we took in 2023:

- We cut our database usage in half through an optimization of one of our logs processes
- Reduced the time to run automated tests six times

Moreover, we benchmark our AWS-related activities and approach against the guidelines and recommendations of the AWS Well-architected Framework's Sustainability pillar[29]. Generally, we are building the architecture of AMPECO's software and deploying it in a way that reduces our cloud resources as much as possible and, respectively, their associated carbon footprint. See below some highlighted AWS cloud sustainability best practices we observe:

- Assets are created with code that is constantly reviewed and updated and no unused ones exist
- Workload infrastructure is scaled dynamically
- Code is constantly optimized to consume the least possible time or resources
- Servers are geographically located close to the actual data center consumption, i.e. where EV charge point using AMPECO's software is



Sustainable procurement

There are a number of environmental impacts that can be influenced for the better through our procurement processes. This is why we have set up a formal set of guidelines to follow when procuring products and services. The backbone of these efforts is our Sustainable Purchasing and Hiring Policy.[30]

At AMPECO, we believe it is necessary to support businesses within our community, fostering economic growth and contributing to the local economy. By sourcing goods and services locally, we aim to build strong relationships with neighboring businesses while reducing our carbon footprint associated with long-distance shipping. This holds particularly true for Scope 3 capital goods for our offices as well as with regards to merchandise and suppliers in the context of corporate events

To streamline our local purchasing efforts, we have compiled ready-to-use lists of preferred local suppliers and vendors for specific facilities. These lists serve as valuable resources for our procurement teams, making it easier to identify local businesses that align with our values and meet our quality standards. By proactively maintaining these lists, we foster strong partnerships with local suppliers and ensure a smooth procurement process.

People and community

“People at the center of everything we do” - this is a concept, which AMPECO takes to heart and is central to the company’s business and sustainability strategies. What we do about the people within the company and around us falls under the “S” in ESG and are basically our addressable social impact areas.

Our strategy in this area is focused on 3 main people groups:

- our employees
- our customers
- the communities around us

We use the levers of our business to influence positive impacts in all these areas, firmly believing that we make our small part of the world a better place.

Employees

Customer satisfaction

Community engagement



Employees

Our biggest area of positive social influence are undoubtedly AMPECO's employees. What better example of how important people are to the success of a business than a software company, such as AMPECO, where our employees are our biggest capital - both in the indirect and direct sense of the word.

It is true that when it comes to people's satisfaction, engagement and perceptions, not everything can be measured. Yet, in order to assess how the company performs with regards to its employees, we measure a number of KPIs and report on many of them publicly. Examples include: employee gender breakdowns, number of incidents related to workplace injury, discrimination and abuse, employee retention rate, employee satisfaction, employee attrition rate, number of employees trained on sustainability, number of employees covered with healthcare and others. For a comprehensive list, see the Data Tables section in the Appendix of this report.

Respectively, we strive to continuously improve our performance, as well as maximize our impact. For this reason, we have set ambitious goals, for example our goal to reach 600 cumulative hours in volunteering between 2023 and 2025.



Good labor practices

AMPECO promotes and has implemented labor practices which would allow our workforce to be as productive, engaged and motivated as possible. We ensure we comply with all applicable laws and regulations and observe all Fundamental Principles and Rights at Work by the International Labor Organization[31]. We also require that our teams follow basic ethical principles when conducting business - all outlined in AMPECO's Code of Conduct). Learn more about the CoC and business ethics topics in the Trust and Equity section below.

Health and safety

At AMPECO it is an utmost priority to protect and maintain the health and safety of all our employees. In order to do this, we have put in place a Health, Safety and Indoor Environmental Quality (HSIEQ) Policy[32], which outlines the requirements and guidelines we commit to following. This policy is paired with a set of best practices we implement, focused on aspects like ventilation, temperature, humidity, air pollutants, lighting, ergonomics, etc. Naturally, we meet or exceed occupational health and safety (OHS) legal requirements in these and any other applicable aspects.

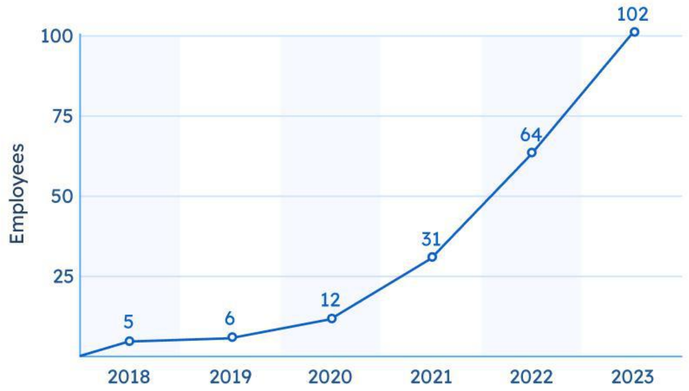
All our employees are expected to apply safe work practices at all times. Our team members are also required to immediately report workplace injuries, illnesses or unsafe conditions. In the beginning of 2024 we provided a Workspace Ergonomics optional training to our employees and also plan on providing our first general OHS employee training later in the year, which will become a recurring activity.

It is an important focus for us to cover our office locations, but also home workplaces with our OHS-related activities as much as possible. This is due to the large number of people working entirely or partially from home. AMPECO is going the extra mile to show care and invest in our people's health through the one-time subsidy to equip a home office. Every employee can buy a comfortable and ergonomic desk, chair, display and other PC equipment suiting their needs at home.

People and Culture Committee

AMPECO established this committee in 2023 as a group of representatives from all major company teams and organizations, which enables a two-way communication between employees and management on any topics concerning AMPECO employees and the company culture.

This committee may influence but does not manage the company's overall culture, and executive leadership still holds this responsibility. The committee also drives all sorts of volunteering, Diversity, Equity and Inclusion (DEI) and Well-being initiatives, see examples further down in this section.



Hiring

AMPECO has established a Sustainable Purchasing and Hiring Policy[33] to address social sustainability impacts, which can be influenced through this fundamental human resources process.

Our company has a written preference for hiring and promoting local (to where the role is being based) managers, ensuring that leadership positions are filled by individuals who understand the community's unique dynamics and challenges. This holds true particularly in the context of our growth and representation in multiple countries across the globe. Additionally, we ensure equitable compensation to attract and retain top talent, fostering a diverse and inclusive workforce that reflects the community we operate in.

A similar approach is being applied towards non-managerial roles, where we extend our preference for hiring and recruiting local (to where the role is being based) staff across all levels of our organization. We recognize the value of diverse perspectives and experiences that individuals from the local community bring to our team.

Overall, we implement a standardized interview process as part of our targeted recruitment strategy, where we take into consideration only competence-related factors and employ principles of non-discrimination.

A source of pride is our software engineering department with **21%** women, compared to an industry average of 8%.

Employee well-being

We consider the overall well-being of our people to be what makes a difference at the end of the day - between a good and a great team, between a successful and a thriving work environment. At AMPECO, this is achieved through a number of benefits, offerings and perks which the company provides to employees:

- Flexible working hours
- Flexible work location
- Premium healthcare coverage
- Subsidized sport activities
- Company retreats
- Training, growth and development support
- Subsidized electric transportation
- Low bureaucracy
- Activities to promote healthy lifestyle practices, healthy eating, and stress management

We believe that all these and more put people's minds at ease, allowing them to focus on having a healthy work-life balance and fully engage with AMPECO's mission to build the software platform that enables the EV charging of tomorrow.



Diverse and inclusive workplace

It is a core value within AMPECO that every single person is treated equally, independent of their race, gender, sexual orientation, religious beliefs, etc. We have policies (our Code of Conduct) and mechanisms (our Whistleblower process) in place to ensure that there is no harassment based on any of the above aspects and if there are any - that they are investigated and addressed.

We do this because we think it is the right thing to do, but also because it is good for our business. Many studies have consistently shown the positive effects of a diverse workforce on employee engagement, employer desirability, team and company performance, leadership team effectiveness and company innovation pace.[34, 35, 36]

A good example for AMPECO's workforce is gender diversity. As a software company, our workforce consists of 25% women, which is on par with the industry average. Where we excel, however, is our software engineering department with 21% women[37], compared to an industry average of 8%. Respectively, we have received recognition for our efforts in the space by B Corp and EcoVadis, who have benchmarked our performance last year.

We always promote inclusion of people with different cultural backgrounds, minorities, vulnerable groups, etc. Depending on the geographies and social specifics of our locations, we have different initiatives in place. One great example is our effort to have everyone at AMPECO learn about their colleagues' culture and its specifics - an initiative that will cover the quickly growing number of nationalities represented in AMPECO and which is planned for 2024.

Customer satisfaction

Keeping track of how satisfied customers are is a standard business operations process, yet there is a considerable “sustainability” angle to it and at the center of it are the people involved. On one hand, engaged and motivated employees tend to serve customers better and on the other hand, happy customers are able to engage their own clients. AMPECO’s B2B business model puts us in a unique position of influence over these indirect impacts, as well.

The correlation between a company’s sustainability efforts and the satisfaction of its customers is underscored by the fact that B Corp includes “Customers” as one its five main Impact Areas.[38] Our role as a sustainability-engaged supplier is also being made more important by emerging and existing regulations, like the CSRD in Europe, which asks of companies to start engaging their suppliers more in managing their own ESG impacts.

Average customer satisfaction rate achieved in 2023 by AMPECO was a whopping **4.8** out of a maximum of 5.

According to B Corp, sustainable customer stewardship practices include the quality of a company’s products and services, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, and services that improve the social impact of other businesses or organizations. How AMPECO and our product address these aspects, is discussed in more detail under the Trust and Equity section below.

We measure customer customer satisfaction in two main ways: reactive and proactive. The reactive one entails sending a survey after each closed case, where the customer can score how satisfied they were with the particular service they received. More proactive work is done by the AMPECO account managers, who conduct regular meetings and ask the client for their general satisfaction and feedback from the services provided by the Customer Success and Technical Support teams. For 2023, the average score customers gave AMPECO through both approaches is 4.8/5, which reflects AMPECO extremely high levels of dedication to them.



> **“AMPECO feels like a true business partner! They work with us to address our existing functionality needs as well as upcoming enhancements. The team is fast, efficient, and responsive in all aspects of our conversations, and they provide tremendous guidance and support.”**
>
> **EOS Linx, Hardware Manufacturer, USA**

> **“We want to make the lives of our clients easier, and we can’t compromise on the quality of the tools we use. Software capabilities and reliability were key factors in selecting AMPECO as our trusted technological partner.”**
>
> **Remo Mobility, CPO, Spain**

> **“You offer an excellent platform and app, along with numerous additional features. However, what truly sets you apart is your exceptional people! Regardless of the assistance we ask for, your team is always willing to support us with a positive attitude. To me, this is what success looks like!”**
>
> **Chargespot, CPO, Greece**

> **“AMPECO has great features when building a product focused on the customer. You’re a window to our customers, and you allow us to do this very effectively.”**
>
> **VCHRGD, Hardware manufacturer, UK**

Community Engagement

AMPECO has an official presence in 6 geographies all across the world. It is very important for us to leave a positive footprint on the communities near us and which we are part of, no matter where we are.

As our largest site is in Sofia, Bulgaria, almost all of the initiatives have taken place there. Here are some examples of efforts, which AMPECO supported financially as a company and/or which AMPECO people donated time and/or financial resources to back up:

- Gorata.bg[39]: AMPECO employees planted 100 pine trees near Borovets, Bulgaria in an area that is in danger of deforestation
- Bulgaria Innovation Hub[40]: an NGO, which mentors young entrepreneurs how to set up and get their start-up off the ground
- Entrepreneurs in Class[41]: an NGO that educates and mentors high school students on business and career. Normally, experienced and successful start-up entrepreneurs would donate their time and teach classes. Several AMPECO team members have done this beyond the company's financial support to the NGO.
- Telerik School Academy[42]: donated to support digital skills academy for highschoolers.
- Upcycle Fair: an AMPECO internal initiative which allowed employees to sell or buy used equipment or other objects. All proceeds went to supporting a social center for children with disabilities in Roman, Bulgaria.
- Clean-up around the office: a large group of AMPECO employees cleaned the area around the office building in Sofia, Bulgaria. We collected 6 cubic meters of trash and had fun doing it.

As evident from the list above, we put special focus on collaboration with local educational institutions for mentorship programs. We do this to nurture the talent pipeline within our community. These programs provide students with valuable real-world experience and networking opportunities while fostering a sense of connection and investment in the local community. By supporting the development of local talent, we contribute to the growth and sustainability of our community's workforce.

Overall, in terms of financial contributions AMPECO donated ~15,000 EUR in 2023, which equates to 0.31% of the company's revenue for the year.

AMPECO donated **15,000 EUR** of the company's revenue to support community initiatives in 2023.



AMPECO people and community goal: reach **600** total volunteering hours (by AMPECO employees) by 2025.

Volunteering

A great way for AMPECO employees to directly impact their immediate surroundings for the better is to volunteer. The company ensures that it encourages its people to volunteer and also, importantly, that it provides opportunities to do so.

In 2023 AMPECO employees volunteered in 4 initiatives organized and/or supported by the company - all of them mentioned above. In total, people spent ~160 hours, which is ~2h/employee for 2023. The most people at a single event were 50. We are reporting these numbers for the first time and we have also set an ambitious goal to reach 600 total volunteer hours by the end of 2025.



Trust and equity

The third pillar of our sustainability strategy focuses on trust and equity. It includes commitments and actions focused on people, i.e. again the social aspect of ESG. This time it is all about people outside of the company - our customers and end-users (EV drivers) - and their confidence in AMPECO's product and AMPECO as a company. We address this from multiple directions:

- enable equitable access to EV charging through our product
- ensure the transparency and security of data on AMPECO's platform to align with stringent ethical standards
- uphold ethical business practices across the board

Equitable EV charging

Cybersecurity

Business ethics

- Ethical operations
- Ethical Supply chain



Equitable EV charging

We develop the AMPECO charge point management system among other things as an instrument to influence and solve existing social issues like inequality, underrepresentation, inaccessibility, etc. Driving a global climate effort and showing an ambition to electrify road transport as much as possible is not realistic, unless everyone is included, especially vulnerable, segregated groups and communities, ones under economic pressure, discriminated against by urban planning and others. Of course, solving these issues would require a huge effort by a number of involved parties from the public or private sector. In all cases, we try to proactively play our part.

From our perspective, we can positively impact these issues through equitable access to EV charging. We enable our customers, the charge point operators, to do this through the following features of the AMPECO charge point management platform:

- multiple payment options making it quick and easy to start and finish a charging session
- multilingual support, with AMPECO's platform configurable in 37+ languages
- accessibility features for disabled persons including dynamic fonts, tailored color contrasts, text-to-speech, two-factor authentication, and email login options
- customizable tariffs that allow CPOs to prioritize user groups according to their needs



Cybersecurity

As digitalization takes hold of all kinds of processes in our daily lives, ensuring that sensitive data is safe and the overall cyber security of digital tools is an ever growing concern. EV charging is no exception.

Ensuring intended handling of sensitive and personal data, as well as mitigating the risks of infrastructure breaches, leaks and data misuse throughout the whole EV charging process is an aspect where the charge point management system plays a key role. At AMPECO we manage this by having implemented robust information security practices, supported by a certified Information Security Management System. We are proud holders of certificates ISO 27001:2013, ISO 27017:2015, ISO 27018:2019 and ISO 27701:2019. In 2024, we are also on track to undergo the strict SOC2 Type II assessment[43], as well as to enhance our security monitoring with a state-of-the-art endpoint detection & response service.

ISO 27701 ISO 27001 ISO 27017 ISO 27018

AMPECO has implemented a comprehensive set of security controls and follows industry best practices to protect customer and consumer data and help our clients fulfill data privacy obligations worldwide. We continuously improve our secure software development lifecycle and perform security reviews to guarantee risks and vulnerabilities have been identified and mitigated for successful and seamless integrations.

Information Security has become a traditional criterion in company sustainability certification and rating systems like B Corp and EcoVadis. In both cases AMPECO has fared very well in this area, further underscoring how comprehensive our performance is. Learn more about AMPECO's information security approach and certifications at: https://www.ampeco.com/ev-charging-platform/security/



Business ethics

A key element to building and maintaining the trust of our customers, EV drivers, AMPECO employees, investors and other stakeholders is through doing business in an ethical way. We concentrate our efforts on two areas in this matter: our operations and our supply chain.



Ethical operations

Ethical operations

AMPECO employees are bound to uphold the norms put forth in our Code of Conduct (CoC).[44] These are all the people that build AMPECO's product, sell it, support our customers, participate in industry regulatory influencing efforts, pitch to potential investors, etc. The CoC contains guidelines on a number of topics, by which employees must abide in all these and other actions:

- Harassment and discrimination
- Freedom of association
- Confidentiality
- Privacy
- Conflict of interest
- Bribery and corruption
- Money laundering
- Fair competition
- Responsible accounting
- Fair marketing
- Many more

We take any non-compliance and deviation from these internal rules very seriously. In case of violation of any guidelines or legal requirements, we have established a process that allows internal and external stakeholders to report concerns anonymously. This ensures that there is a thorough and fair investigation process and due follow-up with all parties involved. All of the guidelines in this matter, process description and the actual way to report a concern are detailed in AMPECO's Whistleblower policy[50], which is an essential part of our Code of Conduct.[44]

To ensure that we maintain and improve as much as possible over time, we have set company goals to train 100% of employees on business ethics (alongside overall sustainability and information security) every year, as well as investigate and close 100% of cases coming through the Whistleblower process.

Human Rights

Our commitment to human rights reflects our values as a company and our belief in the importance of conducting business in a responsible and ethical manner. We are proud to be a company that upholds and promotes human rights and we will continue to work to ensure that our practices and operations reflect this commitment. We recognize and respect the fundamental human rights of all individuals. We believe that respect for human rights is essential to our business success and our responsibility to society.

Both in terms of our operations, as well as our supply chain (see subsequent section), we uphold principles that cover numerous human rights aspects (see bullet points to the left), which are aligned with leading global guidelines and standards, such as: UN Guiding Principles on Business and Human Rights[45], ILO Declaration on Fundamental Principles and Rights at Work[46], the UN Universal Declaration of Human Rights[47], the Responsible Business Alliance's Code of Conduct[48] and others.

AMPECO Trust and Equity goal: train **100%** of employees on sustainability, business ethics and information security every year.



Ethical supply chain

Although AMPECO's supply chain is not as extensive or complex as those of companies producing physical products, we firmly believe in leveraging our purchasing power and decision-making processes to promote good employment practices and maximize our positive impact on society. The importance of supplier engagement is a growing trend worldwide and especially in Europe and North America, where it is emphasized by recent and emerging sustainability reporting regulatory requirements.

To govern this aspect, AMPECO has established a Supplier Code of Conduct[49] as a policy and set of guidelines that we ask our suppliers to meet. All our suppliers meeting a certain spend threshold are required to follow these guidelines. We use the Supplier CoC at an early stage of our due diligence process for new suppliers and also perform an annual due diligence for our existing ones to ensure the level of compliance is high. 2023 is the first year in which we have fully created, expanded and taken advantage of these new processes.

All AMPECO suppliers must commit to and abide by our Supplier Code of Conduct.

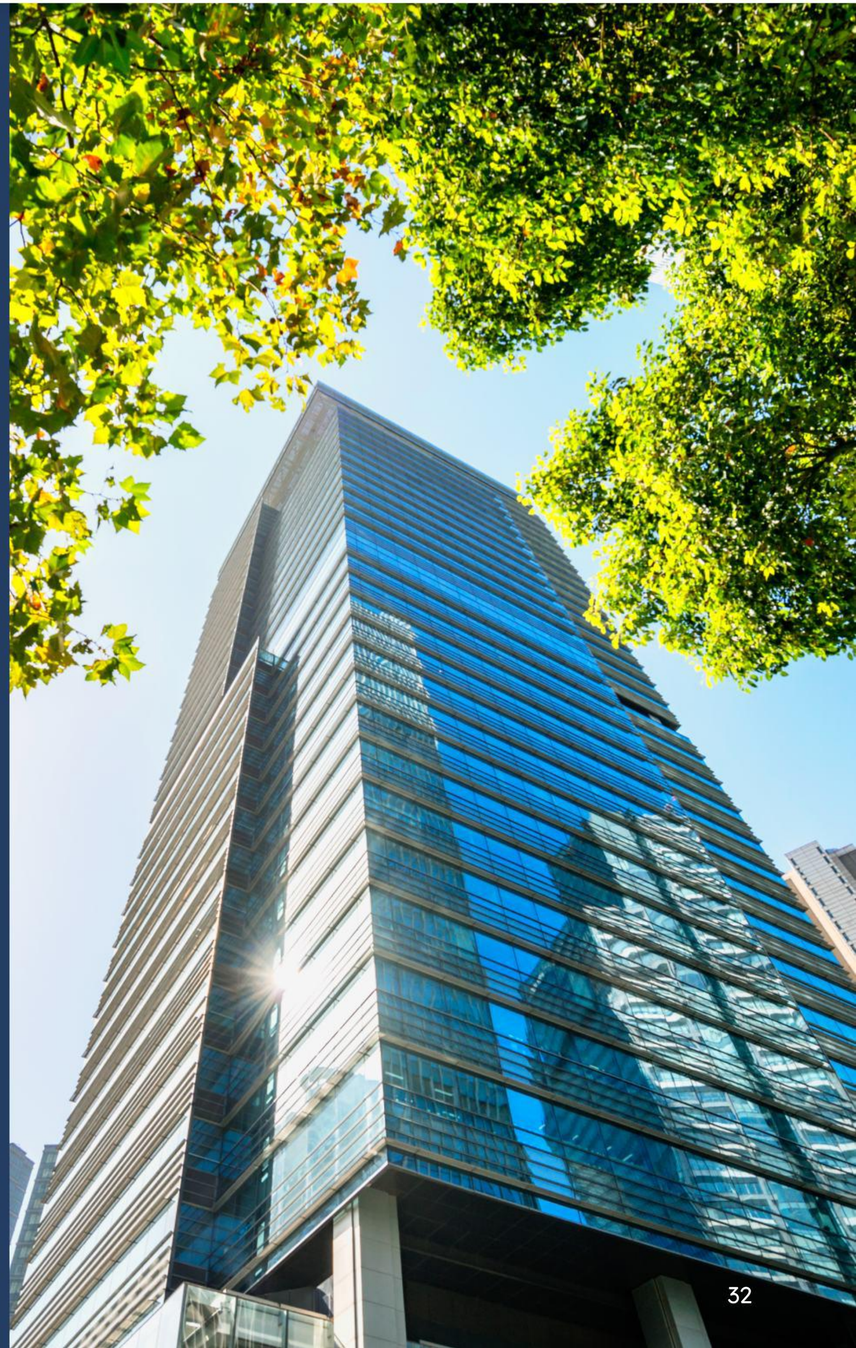


Governance

Governance model

Stakeholder engagement

External verification and transparency



Governance model

Governance model

We recognize the importance of a solid governance approach to achieving goals and ensuring consistency over time. The ESG concept strongly emphasizes this - dedicating one of the three letters in the abbreviation to it.

One of the key challenges that a company could face when setting and implementing their sustainability strategy is rallying support for it on a company level, as well as securing sufficient internal funding to scale efforts for significant impact.

At AMPECO, we have put a robust governance model in place, which ensures that sustainability aspects are considered on par with other core aspects of our business strategy.

AMPECO's CEO is the chief steward of the company's sustainability strategy, responsible for endorsing the company's priorities and overseeing their implementation and performance. The Board of Directors reviews the strategy's direction regularly and provides external perspective, guidance and feedback, which often help fine tune the company's ESG approach. Further down the hierarchy ladder, AMPECO has appointed a Head of Sustainability, who sets company goals and strategy and is accountable for the implementation of the latter. All the programs that are part of it are being managed by AMPECO's sustainability team, which works very closely with key functions that support the implementation, like the HR, Product, Legal and Finance teams, as well as the cross-functional People and Culture Committee.

Grievance

A robust governance process inevitably includes a mechanism to handle voiced concerns from stakeholders on business ethics. AMPECO's procedure is covered by our Whistleblower policy[50], which implements an internal reporting or alerting system for employees, contractors, or third-party vendors to report concerns without fear of retribution.

The procedure guarantees that each case is handled confidentially and investigated independently, with a follow-up provided to the requestor to ensure transparency and resolution.

EV charging regulatory compliance

AMPECO, through both its operations and charging management platform, complies with all existing laws and financial regulations in EV charging across all geographies where our clients operate. Compliance with EV charging regulations is a core aspect of our business and we have a team in place dedicated to tracking, influencing and implementing regulations to ensure that AMPECO and its products are compliant and stay ahead of the regulatory curve. AMPECO has contributed to numerous public consultations and regulatory filings in Europe and in North America in the process of shaping major EV charging legislation.

AMPECO's Regulatory Intelligence team has developed an internal database with all applicable laws to our product and to our clients' operations across all key markets. The team also offers advisory services to clients on how to achieve compliance using our platform. This also extends to product requirements towards receiving government funding in geographies where such is available.

AMPECO policies

In support of the mentioned good governance practices, AMPECO has established a set of policies that either govern some of the aspects of the Sustainability Strategy or complement it. To ensure these policies are implemented, respective processes have been put in place through cross-departmental collaboration. You can find these policies listed in the Appendix to this report.



Stakeholder engagement

At AMPECO we view our stakeholders as an invaluable source of insights, as well as providing us amazing opportunities for synergy and collaboration. With different intensity, depending on the stakeholder type, we engage with our employees, investors, suppliers, NGOs, public policymakers, industry associations, experts and others.

Given the stage of development of the e-mobility industry, government bodies and regulators have an outsized influence over its growth. Through the industry bodies and initiatives we participate in, like the Open Charge Alliance[51], EV Roaming Foundation[52], CharIN[53], ChargeX Consortium[54], OpenADR Alliance[55], Smart Electric Power Alliance[56], Forth Mobility[57], AVERE France[58], SmartEN[59] and more, we make sure we participate in the dialogue and drive the development of our product and the EV charging market overall. We regard these industry forums as one of the best ways to leverage collective resources and expertise to advance the EV charging sector.

Our collaborations within these organizations have enabled us to identify major challenges in the EV charging market - especially in the ESG areas of charger reliability and grid integration. As a result, we have contributed to regulatory initiatives that aim to offer a solution.

A couple of notable examples:

At a global scale, the Open Charge Alliance and the EV Roaming Foundation are the bodies developing OCPP & OCPI respectively. AMPECO actively participates in Working Group discussions on shaping the capabilities of these vital protocols for our industry. In the US, AMPECO participates in the government-initiated ChargeX consortium which has developed guidelines on topics such as charging reliability and handling of payment processing. We also co-authored a report with other market players on maximizing grid benefits and customer satisfaction from managed charging programs in the United States.[60]

In Bulgaria, where AMPECO is headquartered, we support the Bulgarian Entrepreneurial Organization (BESCO)[61] to help influence better business climate and conditions for the start-up ecosystems to succeed and thrive.

Beyond all this, we aim to inspire climate action across our stakeholder base. In 2023, we supported or collaborated on the following initiatives, some of which NGO-led: Global Renewables Alliance[21], SME Climate Hub[20], Greentech Alliance[10], Tech Zero[19] and The Climate Pledge[22].

When it comes to supporting our communities and making a positive social impact some of AMPECO's 2023 fixtures include: Gorata.bg[39], Bulgaria Innovation Hub[40], Entrepreneurs in class[41], Telerik School Academy[42]. The majority of them are focused on education and entrepreneurship and have been covered in more detail in the People chapter of this report.

AMPECO co-authored a report with other market players part of the Smart Electric Power Alliance (SEPA) on maximizing grid benefits and customer satisfaction from managed charging programs in the United States.

External verification and transparency

External verification

Third-party verification is essential for the credibility of our efforts in front of our stakeholders. AMPECO ensures that behind every claim we make there is solid verifiable information and we ensure that third parties verify a substantial part of our performance.

To a different extent, all of the schemes below cover some part of our sustainability performance:

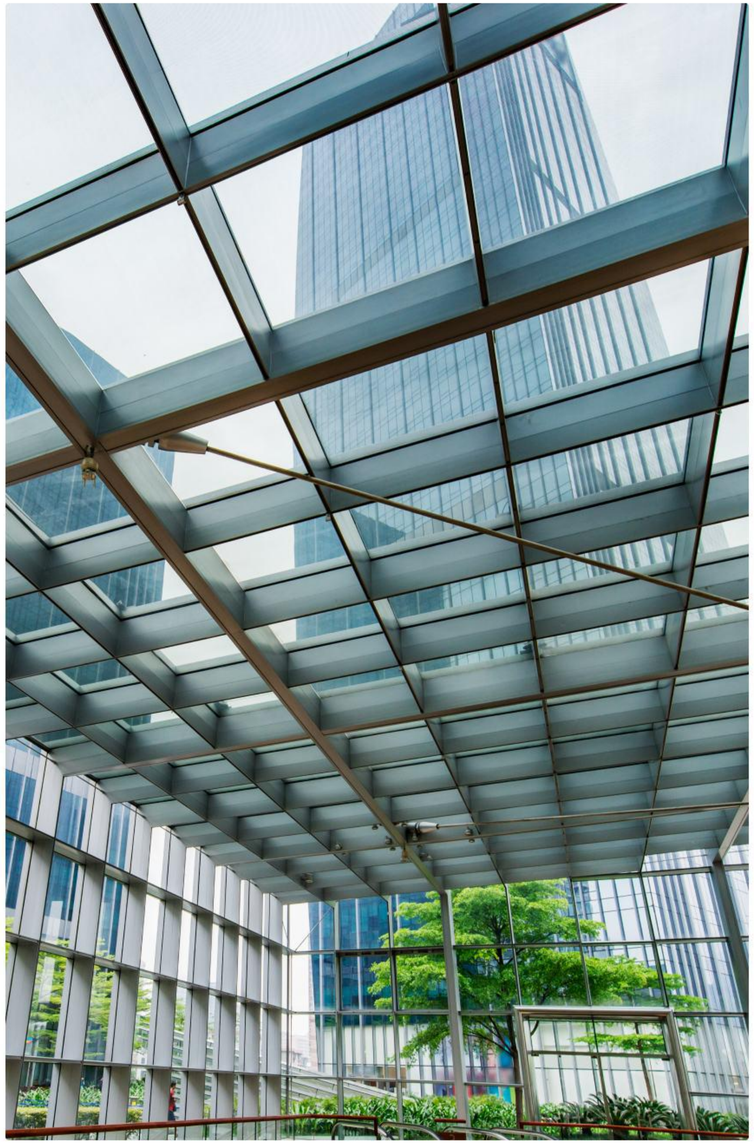
- B Corp - certifiers from B Lab Europe verified our performance in 5 key ESG areas (see the External Recognition section for more detail)
- EcoVadis - we achieved this rating after undergoing an independent external assessment in 4 key ESG areas (more details in the External Recognition section)
- Workplace health and safety - our office environment is subject to standard regular external audits (e.g. electric safety, indoor air quality, lighting etc.) and we have scheduled a certification to ISO14001 in 2024.
- The digital safety of our company, product and customers is ensured through our Information Security Management System (ISMS) audits, penetration tests and other processes (see the Information Security section for more detail)

Transparency

Internally at AMPECO, transparency is one of the 5 core company values and we follow it when communicating with external stakeholders, as well. We aim to be highly transparent in our reporting on sustainability initiatives, goals, and progress.

In this report we provide a lot of data and we make many claims. We provide as much context as possible on each of them, ensuring that they are based on recognized standards and scientific principles. The topics covered in the AMPECO 2023 Sustainability Report are mapped against internationally recognized sustainability standards, frameworks and guidelines - see the Appendices section below for more detail.

Basic details about AMPECO can be found on our profile in the EU Transparency Register.[62]



Appendix

About this report

Reporting scope

This report covers AMPECO Inc., AMPECO Ltd. and all its other entities in different geographies, where the company is present, and the data in it represents 100% of AMPECO's revenue. The reporting period is the calendar year 2023 (01.01.2023-31.12.2023), which is also AMPECO's financial year.

Material topics selection

The topics that we cover in the report are selected based on their significance in terms of impact to AMPECO and AMPECO's impact on them. The selection process has generally been informed by the following:

- AMPECO's 2022 Materiality Assessment and the rated material topics identified within it.
- Topics of significance identified by international standards, such as the Global Reporting Initiative, United Nations' Sustainable Development Goals Index, Task Force on Climate-related Financial Disclosures and others.

Assurance

AMPECO is responsible for the quality of the data and content in this report. Our 2022 and 2023 carbon accounting approaches and calculations have been verified by Plan A, whose SaaS platform we used to perform this task.

Forward looking statements

This report contains forward-looking statements based on current expectations and assumptions that involve risks and uncertainties. If the risks or uncertainties ever materialize or the assumptions prove incorrect, they could affect the business operations and results of AMPECO. This includes the sustainability-related goals we have set and described in this document.

Content authenticity statement

For the sake of authenticity and expressing ourselves just the way we are, no AI-powered text generation and editing tools have been used in the preparation of this report.

Feedback

We are open to any type of feedback related to the contents and data included in this AMPECO 2023 Sustainability Report. Please share your thoughts by sending an email to sustainability@ampeco.com

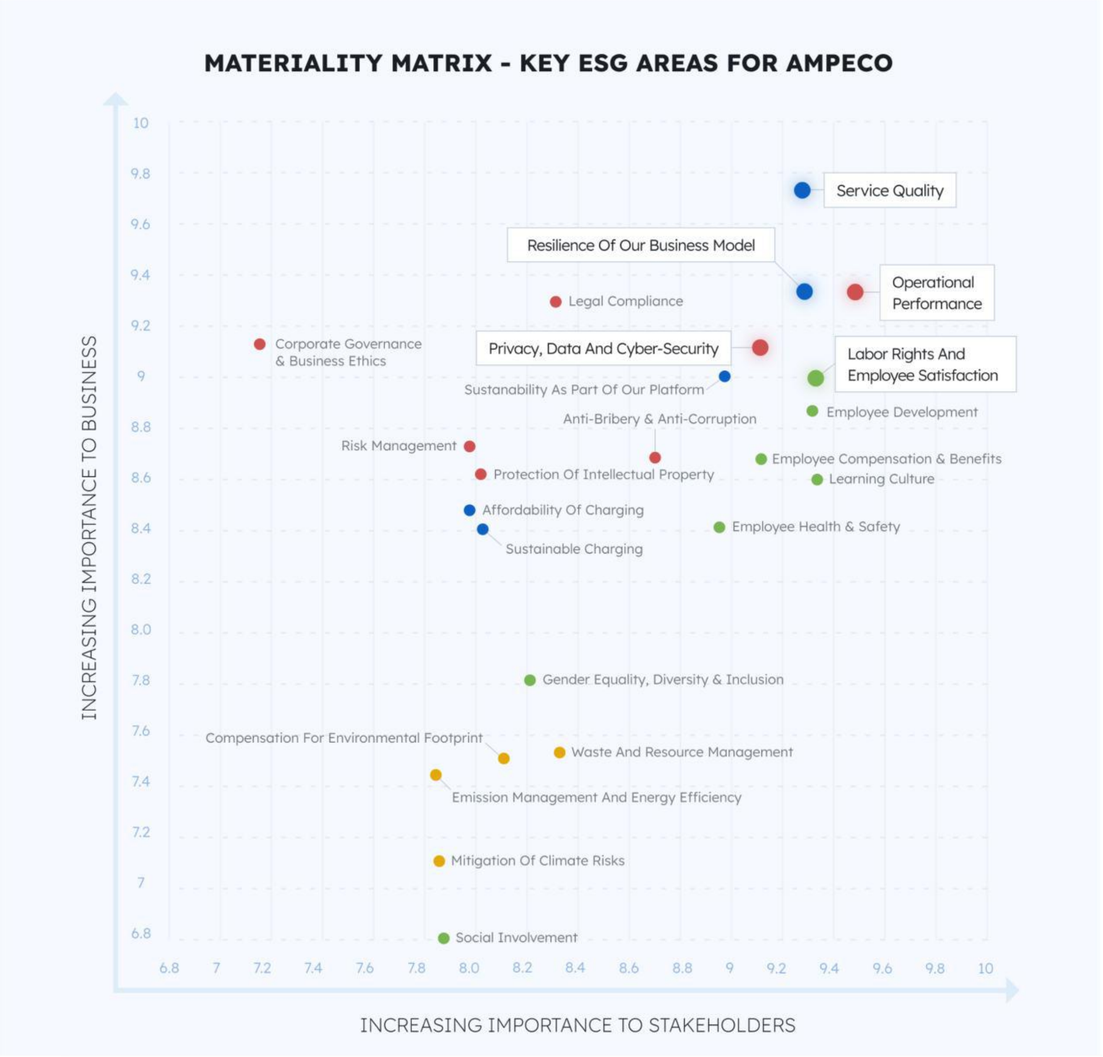
Data tables

	2022	2023
Carbon Footprint (Scopes 1-3)		
GHG emissions from operations (tonnes CO2e)	235	471
GHG emissions intensity (tonnes CO2e/million EUR of revenue)	90.2	98.2
GHG emissions intensity (tonnes CO2e/employee)	4.28	5.81
GHG emissions by scope (tonnes CO2e)		
Scope 1	0.9	1.3
Fugitive emissions	0.9	1.3
Scope 2 (location-based method)	6.3	19.2
Purchased electricity	3.3	12.3
Purchased heat	3	7
Scope 3	228.3	450.6
Purchased goods and services (Category 1)	140.4	262.4
Fuel and energy-related activities (Category 3)	1.2	4.3
Waste generated in operations (Category 5)	0.2	0.3
Business travel (Category 6)	44	112.7
Employee commuting (Category 7)	22.3	28.7
Use of sold products (category 11)	20.2	42.3
Water footprint (m3)		
Water withdrawal in AMPECO operations	84	196
Water intensity (per employee)	1.5	2.4
Energy (MWh)		
Energy use in operations	22.56	63.59
Energy intensity (MWh/million EUR of revenue)	8.64	13.25
Electricity (purchased)	7.85	29.17
District colling and heating (purchased)	14.71	34.42

	2022	2023
Waste		
Non-hazardous waste, tonnes	0.76	1.13
Electric commuting		
GHG emissions saved through electric commuting, tonnes CO2e	10	16
Community giving and volunteerism		
Charity cash contributions, EUR	7669	15089
Charity cash contributions, % of revenue	0.29	0.31
Employee volunteer hours	Not tracked	160
Our employees		
Women	10	23
Men	54	79
Non-binary	0	0
Women in C-level positions, %	20	20
Employee retention rate, %	85.2	93.2
Global new-hires	N/A	60
Physiological and psychological incidents from company operations, #	0	0
Employee satisfaction, %	94%	100%
Employee attrition, %	12.3	1.1
Employees covered with healthcare,%	100	100
Whistleblower cases of discrimination or harassment incidents, #	0	0
Employees trained on sustainability, %	N/A	87
Employees trained on sustainability information security, %	N/A	98
Our customers		
Average customer satisfaction	N/A	4.8/5

Materiality assessment

AMPECO performed its first Materiality assessment back in 2022 to determine and rank material topics through surveying employees and other external stakeholders. We did not perform a different one in 2023, as we consider the current one still relevant.



Index of topics: Sustainable Development Goals (SDG)

Goal 1: End poverty in all its forms everywhere

AMPECO's actions:
Community Engagement

Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

AMPECO's actions:
No major programs at this time

Goal 3: Ensure healthy lives and promote wellbeing for all at all ages

AMPECO's actions:
Employees: Wellbeing; Employees: Health and Safety; Electric commuting;

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

AMPECO's actions:
Community Engagement;

Goal 5: Achieve gender equality and empower all women and girls

AMPECO's actions:
Employees: Diverse and inclusive workplace;

Goal 6: Ensure availability and sustainable management of water and sanitation for all

AMPECO's actions:
Other operational environmental impacts: Water management;

Goal 7: Ensure access to affordable, reliable, sustainable and modern energy for all

AMPECO's actions:
Sustainable e-mobility: Product environmental features;

Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

AMPECO's actions:
Employees: Diverse and inclusive workplace; Employees: Wellbeing;

Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

AMPECO's actions:
Sustainable e-mobility: Product environmental features; Equitable EV charging;

Goal 10: Reduce inequality within and among countries

AMPECO's actions:
Equitable EV charging; Employees: Diverse and inclusive workplace;

Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable

AMPECO's actions:
Sustainable e-mobility: Product environmental features; Equitable EV charging;

Goal 12: Ensure sustainable consumption and production patterns

AMPECO's actions:
Sustainable e-mobility: Supply chain environmental impacts

Goal 13: Take urgent action to combat climate change and its impacts

AMPECO's actions:
Sustainable e-mobility: Product environmental features; Electric commuting;

Goal 14: Conserve and sustainably use the oceans, sea and marine resources for sustainable development

AMPECO's actions:
No major programs at this time

Goal 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

AMPECO's actions:
Community engagement;

Goal 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

AMPECO's actions:
Stakeholder engagement;

Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

AMPECO's actions:
Sustainable e-mobility: Commitments; Sustainable e-mobility: Supply chain environmental impacts

Index of topics: Global Reporting Initiative (GRI)

Disclosure	Location
GRI 2: General disclosures	
2-1 Organizational details	AMPECO in numbers
2-2 Entities included in the organization's sustainability reporting	About this report
2-3 Reporting period, frequency and contact point	About this report
2-4 Restatements of information	Company carbon footprint
2-5 External assurance	About this report, External verification
2-6 Activities, value chain and other business relationships	Stakeholder engagement
2-7 Employees	Employees, Data tables
2-8 Workers who are not employees	Not applicable
2-9 Governance structure and composition	Governance
2-10 Nomination and selection of the highest governance body	Not covered in report
2-11 Chair of the highest governance body	Not disclosed - confidential information
2-12 Role of the highest governance body in overseeing the management of impacts	Governance
2-13 Delegation of responsibility for managing impacts	Governance
2-14 Role of the highest governance body in sustainability reporting	Governance
2-15 Conflicts of interest	Grievance
2-16 Communication of critical concerns	Ethical operations, Ethical supply chain
2-17 Collective knowledge of the highest governance body	Not covered in report
2-18 Evaluation of the performance of the highest governance body	Not disclosed - confidential information
2-19 Remuneration policies	Not disclosed - confidential information
2-20 Process to determine remuneration	Not disclosed - confidential information
2-21 Annual total compensation ratio	Not disclosed - confidential information
2-22 Statement on sustainable development strategy	Sustainability strategy
2-23 Policy commitments	Policies and standards
2-24 Embedding policy commitments	Governance
2-25 Processes to remediate negative impacts	Governance
2-26 Mechanisms for seeking advice and raising concerns	Grievance
2-27 Compliance with laws and regulations	Regulatory compliance
2-28 Membership associations	Stakeholder engagement
2-29 Approach to stakeholder engagement	Stakeholder engagement
2-30 Collective bargaining agreements	Ethical operations, Ethical supply chain
GRI 3: Material topics	
3-1 Process to determine material topics	Materiality assessment
3-2 List of material topics	Materiality assessment
GRI 203: Indirect Economic Impacts	
3-3 Management of material topics	Not covered in report
203-1 Infrastructure investments and services supported	Community engagement
203-2 Significant indirect economic impacts	Equitable EV charging
GRI 205: Anti-corruption	
3-3 Management of material topics	Ethical operations; Ethical supply chain;
205-1 Operations assessed for risks related to corruption	No actions in 2023;
205-2 Communication and training about anti-corruption policies and procedures	Ethical operations; Ethical supply chain;
205-3 Confirmed incidents of corruption and actions taken	Grievance
GRI 301: Materials	
3-3 Management of material topics	Not applicable - AMPECO does not manufacture physical products
301-1 Materials used by weight or volume	Not applicable - AMPECO does not manufacture physical products
301-2 Recycled input materials used	Not applicable - AMPECO does not manufacture physical products
301-3 Reclaimed products and their packaging materials	Not applicable - AMPECO does not manufacture physical products
GRI 302: Energy	
3-3 Management of material topics	Other operational environmental impacts
302-1 Energy consumption within the organization	Data tables

Index of topics: Global Reporting Initiative (GRI) - continued

Disclosure	Location
302-3 Energy intensity	Data tables
302-4 Reduction of energy consumption	Other operational environmental impacts
302-5 Reductions in energy requirements of products and services	Supply chain environmental impacts, Product environmental features
GRI 303: Water and Effluents	
3-3 Management of material topics	Other operational environmental impacts
303-1 Interactions with water as a shared resource	Other operational environmental impacts
303-2 Management of water discharge-related impacts	Other operational environmental impacts
303-3 Water withdrawal	Not covered in report
303-4 Water discharge	Not covered in report
303-5 Water consumption	Other operational environmental impacts
GRI 304: Biodiversity	
3-3 Management of material topics	Not applicable - our operations do not have impacts on biodiversity
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable - our operations do not have impacts on biodiversity
304-2 Significant impacts of activities, products and services on biodiversity	Not applicable - our operations do not have impacts on biodiversity
304-3 Habitats protected or restored	Community engagement
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable - our operations do not have impacts on biodiversity

Disclosure	Location
GRI 305: Emissions	
3-3 Management of material topics	Company carbon footprint
305-1 Direct (Scope 1) GHG emissions	Company carbon footprint, Data tables
305-2 Energy indirect (Scope 2) GHG emissions	Company carbon footprint, Data tables
305-3 Other indirect (Scope 3) GHG emissions	Company carbon footprint, Data tables
305-4 GHG emissions intensity	Company carbon footprint, Data tables
305-5 Reduction of GHG emissions	Climate transition plan
305-6 Emissions of ozone-depleting substances (ODS)	Company carbon footprint - indirectly covered through Scope 1 emissions reporting
GRI 306: Waste	
3-3 Management of material topics	Other operational environmental impacts
306-1 Waste generation and significant waste-related impacts	Other operational environmental impacts
306-2 Management of significant waste-related impacts	Not covered in report
306-3 Waste generated	Other operational environmental impacts
306-4 Waste diverted from disposal	Not covered in report
306-5 Waste directed to disposal	Not covered in report
GRI 308: Supplier Environmental Assessment	
3-3 Management of material topics	Supply chain environmental impacts, Ethical supply chain

Disclosure	Location
308-1 New suppliers that were screened using environmental criteria	Ethical supply chain
GRI 401: Employment	
3-3 Management of material topics	Employees
401-1 New employee hires and employee turnover	Data tables
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee wellbeing
GRI 402: Labor/Management Relations	
3-3 Management of material topics	Not covered in report
402-1 Minimum notice periods regarding operational changes	Not covered in report
GRI 403: Occupational Health and Safety	
3-3 Management of material topics	Employees, Health and safety
403-1 Occupational health and safety management system	Not applicable
403-2 Hazard identification, risk assessment, and incident investigation	Health and safety
403-3 Occupational health services	Health and safety
403-4 Worker participation, consultation, and communication on occupational health and safety	Health and safety
403-5 Worker training on occupational health and safety	Health and safety
403-6 Promotion of worker health	Employees, Health and safety

Index of topics: Global Reporting Initiative (GRI) - continued

Disclosure	Location
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employees, Health and safety
403-9 Work-related injuries	Grievance
GRI 404: Training and Education	
3-3 Management of material topics	Health and safety, Employee wellbeing, Other operational environmental impacts, Virtual office stewardship policy
404-1 Average hours of training per year per employee	Data tables
404-2 Programs for upgrading employee skills and transition assistance programs	Not covered in report
404-3 Percentage of employees receiving regular performance and career development reviews	Not covered in report
GRI 405: Diversity and Equal Opportunity	
3-3 Management of material topics	Diverse and inclusive workspace
405-1 Diversity of governance bodies and employees	Diverse and inclusive workspace
GRI 406: Non-discrimination	
3-3 Management of material topics	Ethical operations, Grievance
406-1 Incidents of discrimination and corrective actions taken	Grievance, Data tables, Goals and progress
GRI 407: Freedom of Association and Collective Bargaining	
3-3 Management of material topics	Ethical operations, Ethical supply chain
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Ethical operations, Ethical supply chain
GRI 408: Child Labor	
3-3 Management of material topics	Ethical operations, Ethical supply chain, Human Rights
408-1 Operations and suppliers at significant risk for incidents of child labor	Ethical operations, Ethical supply chain, Human Rights
GRI 409: Forced or Compulsory Labor	
3-3 Management of material topics	Ethical operations, Ethical supply chain, Human Rights
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Ethical operations, Ethical supply chain, Human Rights
GRI 413: Local Communities	
3-3 Management of material topics	Community engagement
413-1 Operations with local community engagement, impact assessments, and development programs	Community engagement
GRI 414: Supplier Social Assessment	
3-3 Management of material topics	Ethical supply chain
414-1 New suppliers that were screened using social criteria	Ethical supply chain
GRI 415: Public Policy	
3-3 Management of material topics	Stakeholder engagement
415-1 Political contributions	Not applicable
GRI 416: Customer Health and Safety	
3-3 Management of material topics	Customer satisfation, Cybersecurity
416-1 Assessment of the health and safety impacts of product and service categories	Cybersecurity
GRI 418: Customer Privacy	
3-3 Management of material topics	Cybersecurity
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity

Index of topics: Sustainability Accounting Standards Board (SASB)

Below topics are part of the “Software & IT Services” SASB standard

Topic	Metric	Code	Discosure or location
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	Data tables
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Other operational environmental impacts, Data tables
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	Supply chain environmental impacts
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Not included in report
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Not applicable
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Not applicable
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Not included in report
	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Not included in report
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Not included in report
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Cybersecurity
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	TC-SI-330a.1	Not disclosed - confidential information
	Employee engagement as a percentage	TC-SI-330a.2	Employees, Data tables
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	Diverse and inclusive workspace, Data tables
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TC-SI-520a.1	Not applicable
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Not included in report
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Not included in report
Activity metrics	(1) Number of licences or subscriptions, (2) percentage cloud-based	TC-SI-000.A	AMPECO in numbers
	(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	Not included in report
	(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	Not included in report

Index of topics: Task Force on Climate-related Disclosures (TFCD)

Topic	Disclosure focus area	Disclosure	Location
Governance	Disclose the organization's governance around climaterelated risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Governance
		b) Describe management's role in assessing and managing climate-related risks and opportunities	Governance
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Climate Transition Plan
		b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Climate Transition Plan
		c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Not covered
Risk management	Disclose how the organization identifies, assesses, and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	Climate Transition Plan
		b) Describe the organization's processes for managing climate-related risks.	Governance
		c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Not covered
Metrics and targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Climate Transition Plan
		b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Company carbon footprint, Data tables
		c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Carbon goals and transition plan

Index of topics: Task Force on Climate-related Disclosures (TFCD) - continued

Topic	Disclosure focus area	Disclosure	Location
Cross Industry, Climate-Related Metrics	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	GHG Emissions: Absolute scope 1, scope 2 and scope 3; emissions intensity	Company carbon footprint, Data tables
		Transition Risks: Amount and extent of assets or business activities vulnerable to transition risks.	Climate Transition Plan
		Physical Risks: Amount and extent of assets or business activities vulnerable to physical risks.	Climate Transition Plan
		Climate-Related Opportunities: Proportion of revenue, assets, or other business activities aligned with climate-related opportunities.	Climate Transition Plan
		Capital Deployment: Amount of capital expenditure, financing, or investment deployed toward climate-related risks and opportunities.	Climate Transition Plan
		Internal Carbon Prices: Price on each ton of GHG emissions used internally by an organization.	Not applicable
		Remuneration: Proportion of executive management remuneration linked to climate considerations.	Not applicable

Index of topics: EU Corporate Sustainability Reporting Directive (CSRD)

ESRS	Requirement	Code	Disclosure or location
ESRS E1 Climate change	Transition plan for climate change mitigation	E1-1	Climate goals and transition plan, Climate transition plan
	Policies related to climate change mitigation and adaptation	E1-2	Sustainability strategy, Climate transition plan
	Actions and resources in relation to climate change policies	E1-3	Climate transition plan
	Targets related to climate change mitigation and adaptation	E1-4	Climate goals and transition plan, Climate transition plan
	Energy consumption and mix	E1-5	Data tables
	Gross Scopes 1, 2, 3 and Total GHG emissions	E1-6	Company carbon footprint, Data tables
	GHG removals and GHG mitigation projects financed through carbon credits	E1-7	Not applicable
	Internal carbon pricing	E1-8	Not applicable
	Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	E1-9	Climate transition plan
ESRS E2 Pollution	Policies related to pollution	E2-1	Not included in report
	Actions and resources related to pollution	E2-2	Air pollution management, Electric commuting
	Targets related to pollution	E2-3	Air pollution management, Electric commuting
	Pollution of air, water and soil	E2-4	Air pollution management, Electric commuting
	Substances of concern and substances of very high concern	E2-5	Not applicable
	Anticipated financial effects from pollution-related impacts, risks and opportunities	E2-6	Not included in report
ESRS E3 Water and marine resources	Policies related to water and marine resources	E3-1	Not included in report
	Actions and resources related to water and marine resources	E3-1	Water management
	Targets related to water and marine resources	E3-2	Not included in report
	Water consumption	E3-3	Water management, Data tables
	Anticipated financial effects from water and marine resources-related impacts, risks and opportunities	E3-4	Not included in report
ESRS E4 Biodiversity and ecosystems	Transition plan and consideration of biodiversity and ecosystems in strategy and business model	E4-1	Not applicable
	Policies related to biodiversity and ecosystems	E4-2	Not applicable
	Actions and resources related to biodiversity and ecosystems	E4-3	Not applicable
	Targets related to biodiversity and ecosystems	E4-4	Not applicable
	Impact metrics related to biodiversity and ecosystems change	E4-5	Community engagement

Index of topics: EU Corporate Sustainability Reporting Directive (CSRD) - continued

ESRS	Requirement	Code	Disclosure or location
	Anticipated financial effects from biodiversity and ecosystem-related risks and opportunities	E4-6	Not applicable - AMPECO does not manufacture physical products
ESRS E5 Resource use and circular economy	Policies related to resource use and circular economy	E5-1	Not applicable - AMPECO does not manufacture physical products
	Actions and resources related to resource use and circular economy	E5-2	Not applicable - AMPECO does not manufacture physical products
	Targets related to resource use and circular economy	E5-3	Not applicable - AMPECO does not manufacture physical products
	Resource inflows	E5-4	Not applicable - AMPECO does not manufacture physical products
	Resource outflows	E5-5	Not applicable - AMPECO does not manufacture physical products
	Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	E5-6	Not applicable - AMPECO does not manufacture physical products
ESRS S1 Own workforce	Policies related to own workforce	S1-1	Sustainability strategy, Virtual office stewardship policy, Sustainable purchasing and hiring policy, Health, safety and indoor environment quality policy, Code of conduct
	Processes for engaging with own workers and workers' representatives about impacts	S1-2	Ethical operations
	Processes to remediate negative impacts and channels for own workers to raise concerns	S1-3	Grievance
	Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	S1-4	Employees
	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	S1-5	Employees
	Characteristics of the undertaking's employees	S1-6	Employees
	Characteristics of non-employee workers in the undertaking's own workforce	S1-7	Not applicable
	Collective bargaining coverage and social dialogue	S1-8	Ethical operations
	Diversity metrics	S1-9	Diverse and inclusive workplace, Data tables
	Adequate wages	S1-10	Sustainable purchasing and hiring policy
	Social protection	S1-11	Employees
	Persons with disabilities	S1-12	Diverse and inclusive workplace

Index of topics: EU Corporate Sustainability Reporting Directive (CSRD) - continued

ESRS	Requirement	Code	Disclosure or location
	Training and skills development metrics	S1-13	Health and Safety, Sustainable purchasing and hiring policy, Virtual office stewardship policy, Data tables
	Health and safety metrics	S1-14	Health and Safety, Data tables
	Work-life balance metrics	S1-15	Employee wellbeing
	Compensation metrics (pay gap and total compensation)	S1-16	Not disclosed - confidential information
	Incidents, complaints and severe human rights impacts	S1-17	Grievance, Goals and progress, Data tables
ESRS S2 Workers in the value chain	Policies related to value chain workers	S2-1	Sustainability strategy, Ethical supply chain
	Processes for engaging with value chain workers about impacts	S2-2	Ethical supply chain
	Processes to remediate negative impacts and channels for value chain workers to raise concerns	S2-3	Ethical supply chain, Grievance
	Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those action	S2-4	Ethical supply chain
	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	S2-5	Not included in report

ESRS	Requirement	Code	Disclosure or location
ESRS S3 Affected communities	Policies related to affected communities	S3-1	Sustainability Strategy
	Processes for engaging with affected communities about impacts	S3-2	Community engagement, Equitable EV charging
	Processes to remediate negative impacts and channels for affected communities to raise concerns	S3-3	Community engagement, Equitable EV charging
	Taking action on material impacts on affected communities, and approaches to managing material risks and pursuing material opportunities related to affected communities, and effectiveness of those actions	S3-4	Community engagement, Equitable EV charging
	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	S3-5	Not included in report
ESRS S4 Consumers and end-users	Policies related to consumers and end-users	S4-1	Sustainability strategy
	Processes for engaging with consumers and end-users about impacts	S4-2	Equitable EV charging, Customer satisfaction - indirect impacts only, as AMPECO is a B2B company
	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	S4-3	Equitable EV charging, Customer satisfaction - indirect impacts only, as AMPECO is a B2B company

Index of topics: EU Corporate Sustainability Reporting Directive (CSRD) - continued

ESRS	Requirement	Code	Disclosure or location
	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	S4-4	Equitable EV charging, Customer satisfaction - indirect impacts only, as AMPECO is a B2B company
	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	S4-5	Not included in report
ESGS G1 Business conduct	Corporate culture and Business conduct policies	G1-1	Governance, Message from the CEO, Code of Conduct, Ethical operations
	Management of relationships with suppliers	G1-2	Ethical supply chain
	Prevention and detection of corruption and bribery	G1-3	Grievance
	Confirmed incidents of corruption or bribery	G1-4	Data tables
	Political influence and lobbying activities	G1-5	Stakeholder engagement
	Payment practices	G1-6	Not included in report

Policies and standards

AMPECO Sustainability Strategy	http://www.ampeco.com/sustainability-strategy
AMPECO Environmental Policy	http://www.ampeco.com/env-policy
AMPECO Health, Safety and Indoor Environment Quality Policy	http://www.ampeco.com/hsieq-policy
AMPECO Sustainable Purchasing and Hiring Policy	http://www.ampeco.com/purchasing-hiring-policy
AMPECO Virtual Office Stewardship Policy	https://www.ampeco.com/virtual-office-stewardship
AMPECO Code of Conduct	http://www.ampeco.com/code-of-conduct
AMPECO Supplier Code of Conduct	http://www.ampeco.com/supplier-coc

Glossary

AWS = Amazon web services

EV = Electric vehicle

B2B = Business-to-business

CoC =Code of conduct

CPMS = Charge point management system

CPO = Charge point operator

CT = (Electric) current transformation

DEI = Diversity, equity and inclusion

DLM = Dynamic load management

ESG = Environmental, social and governance

GHG = Greenhouse gas

HR = Human resources

HSIEQ = Health, safety and indoor environmental quality

ILO = International labor organization

ICEV = Internal-combustion-engine vehicle

ISO = International organization for standardization

KPI = Key performance indicators

kW = Kilowatt

kWh = Kilowatt-hour

NGO - Nongovernmental organization

OHS = Occupational health and safety

PV = Photovoltaic

SaaS = Software-as-a-service

SME = Small and medium enterprise

SOC = System and organization controls

UN = United Nations

WEEE = Waste from electric and electronic equipment

YoY = Year over year

Footnotes

1. Statista, Transportation emissions worldwide - statistics and facts: https://www.statista.com/topics/7476/transportation-emissions-worldwide/#topicOverview
2. UN, Global Sustainable Development Report 2019: https://sdgs.un.org/gsdr/gsdr2019
3. B Corp - AMPECO public profile: https://www.bcorporation.net/en-us/find-a-b-corp/company/ampeco/
4. EcoVadis sustainability rating website: https://ecovadis.com/
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6. BloombergNEF, Energy transition investment trends 2024 report: https://www.bnef.com/insights/33273
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