

EV/BOX

# Impact Report

## 2023

# About this report

The EVBox Impact Report 2023 reviews the company's progress during 2023 towards our sustainability goals as well as providing information about the values and policies that underpin our activities. It explains the thinking behind what we do and provides insight into the relevance of these activities to the success of our company and our stakeholders.

The report's content follows the EcoVadis assessment. For a cohesive read, the ESG framework has been applied.

## Reporting Boundaries

Unless otherwise stated, presented information pertains to activities undertaken from January 1, 2023, to December 31, 2023.

This report covers the EV Charged B.V and its subsidiaries and is based on voluntary reporting.

## Reporting under CSRD?

As EVBox does not need to report under the Corporate Sustainability Reporting Directive (CSRD) until 2026 (using 2025 data), this report does not intend to be CSRD compliant. To best prepare for the mandatory reporting in 2026, we conducted a CSRD gap analysis in 2023 to identify future requirements and develop action plans.

# Letter from the CEO



**We experienced a challenging downturn in the economy in 2023 but are actively working on restructuring our activities to restore profitability. We have continued to make progress toward our sustainability, and I believe this reflects the seriousness of our commitment.**

Both EVBox Liviqo and EVBox Troniq High Power were introduced to the world in 2023. EVBox Liviqo brings to life our promise that EV charging should be intuitive, reliable, and convenient. Liviqo has a host of smart charging features that make charging a hassle-free experience for both drivers and businesses. EVBox Troniq High Power is the first 400kW standalone station tested and proven in the field. This station will enable businesses to invest in EV charging infrastructure that can adapt over time to meet growing business needs. Its modularity allows for an easy power increase as demand increases and the network grows.

**In April 2023 we refreshed the EVBox brand with a solidified core and brand identity.** These characteristics — be bold, think sophisticated, but keep it simple — are at the heart of our refreshed visual and verbal identity and have set EVBox on a new trajectory.

Also in April 2023, EVBox committed to achieving net-zero greenhouse gas (GHG) emissions by 2050 with the support of the Science Based Targets initiative (SBTi). EVBox is committed to setting near-term Science Based Targets to align with SBTi's Corporate Net Zero Standard. By doing so, we aim to align with the ambitious goals set in the Paris Agreement.

**In July 2023, we inaugurated a new training facility in Essen, Germany, at the Green Business Park Carnaperhof.** The repurposing of a former coal mine site into a sustainable commercial space is expected to create 130 jobs. We also opened another training facility in Canéjan, France, offering multilingual training for nearly 600 installers annually, and serving as a dedicated after-sales center.

**October 2023 saw the start of North American production for our EVBox Troniq Modular.** Our EVBox Livo, a residential smart charging station, received multiple awards in 2023, including the P3 Wallbox Benchmark and the Red Dot Design Award.

Our presidency at ChargeUp Europe focused on regulatory harmonization for EV charging, celebrating successes like the approved Alternative Fuels Infrastructure Regulation. We also introduced the EVBox DEI Policy and a comprehensive EVBox Code of Conduct for Responsible and Sustainable Supply Chain.

Looking ahead, we will publish our first Impact Report to transparently share our progress and uphold our commitment to long-term business benefits through responsible practices.

Powering our sustainable future,

*Remco Samuels*

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# About

## EVBOX

EVBox is a market leader in the EV charging industry providing partners, businesses, and EV drivers with comprehensive charging solutions. EVBox sets itself apart from other EV charging companies with its flexible and scalable EV charging solutions, its reliability as a business partner, its ability to adapt to the unmet needs of the market, and its international experience.

EVBox started developing its first charging stations in 2010. Thirteen years later, we're proud to be a European-champion-turned-global-leader, having shipped 550K charging ports to 70 countries. Our cloud software Everon enables on average 1,4 million charging sessions a month.



## OUR CORE

The essence of who we are

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OUR

# Purpose

We exist to build a sustainable future.

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OUR

# Vision

We are building a world where electric mobility is the new normal.

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OUR

# Mission

We empower society to transition to electric mobility by providing a complete electric vehicle charging ecosystem.

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## OUR CORE VALUES

Our values are the foundation of our culture. They guide us in our daily work, in how we relate to each other and the world around us, and in the way we do business.

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# Passionate

We tenaciously look to achieve a sustainable future by making lasting contributions to our industry.

- We are determined to overcome obstacles.
- We persevere, even in challenging times.
- We keep our purpose and long-term goals in sight.

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# Reliable

We hold ourselves accountable for delivering reliable, intelligent, and accessible charging solutions.

- We take ownership of our actions and results.
- We learn and reflect as we move forward.
- We seek the highest standards.

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# Human

We are (inter)connected and collaborate in an authentic and humble manner that encourages an open culture.

- We listen attentively and are always empathetic.
- We welcome alternative views and approaches.
- We share feedback in a safe and constructive manner.

## EVBox production sites and geographic areas covered

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EVBox serves customers across multiple regions globally from locations in Europe and the US, including:

- The Netherlands - our HQ and R&D lab in Amsterdam
- France - offices in (1) Paris, (2) Leognan and (3) Canéjan with our DC R&D and assembly line
- US - assembly line in Libertyville, IL, DC
- Germany - new Training Facility and DACH office in Essen
- Norway - office in Oslo
- Denmark - Nordics office

## EVBox Products

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EVBox is a recognized industry leader in R&D, with labs in Amsterdam and Bordeaux where we develop and test the latest technologies.

We were among the first players to develop a modular-type smart fast charger. Businesses can choose outputs between 90-400kW, upgradeable with multiple 30kW or 40kW modules based on their growth and evolving needs. This approach helps reduce waste due to less decommissioned charging stations. In June 2023, we launched one of the first 400kW DC chargers in Europe (based on 40kW modules; the maximum available before was 240kW)

This allows for even faster charging which can also be beneficial for both light and heavy commercial vehicles.

Our new generation of AC chargers (Livo/Liviqo) can be seamlessly integrated with smart homes, allowing for the diversification of energy consumption and integrating e-mobility with renewable energy sources.

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## HARDWARE

- We manufacture both regular and fast chargers.
  - Regular ('AC') chargers with a power range of 7,4-22 kW. These are designed for residential, workplace and commercial use (e.g. homes, offices, airports, supermarkets etc).
  - Fast and high-power ('DC') chargers with a power range of 90-400 kW. These are designed primarily for public use, e.g. along highways and in retail/commercial locations, however they can also be a solution for non-public environments, e.g. at depots.
- Our product portfolio is secure and easy to use. It's reliable thanks to:
  - Rigorous product type testing and long-term validation under challenging conditions to meet automotive level quality standards
  - Product type-testing in Climate Chamber at -40°C to 70°C temperatures and in maximum humidity;
  - Beta tests
  - Real-life pilots via our Early Adopter Program.
- In addition to our exceptional quality and design, we're also a pioneer in making EV chargers more sustainable, innovating on scalability and sourcing from sustainable materials.

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## SERVICES/SOFTWARE

- We also support Charge Point Operators (CPOs) by providing services to facilitate the installation of their EV chargers, helping to maintain them and ensure availability as well as software to smartly manage and upgrade them.
- Partners can use our proprietary cloud-based Everon software to manage, track and optimize their chargers. As our EV chargers support open-source protocols, they can also opt to use their own cloud software.

## OUR PRODUCTS

CHARGER TYPE	PRODUCT	USE CASE	POWER OUTPUT	RANGE ADDED	AVAILABILITY
<b>Regular residential</b> ('AC') chargers  *home	<b><u>Livo</u></b> *winner of P3 Wall-box <u>Benchmark 2023 test + Red Dot design award</u>	4-12 hour stops	7,4-22 kW	Up to 120 km in 1 hour	Europe Other regions requiring CE certification
	<b><u>Elvi</u></b>				
<b>Regular commercial</b> ('AC') chargers  *workplace *retail/hospitality *parking *car fleets	<b><u>Livigo</u></b> *Announced in March 2023	1-8 hour stops	Up to 22 kW	Up to 120 km in 1 hour	North America Other regions requiring UL certification
	<b><u>BusinessLine</u></b>	1-8 hour stops	Up to 22 kW	Up to 120 km in 1 hour	
	<b><u>Iqon</u></b>	2-8 hour stops	Up to 7,4 kW	Up to 40 km in 1 hour	
<b>Fast &amp; high-power</b> ('DC') chargers  *bus/commercial fleet depots *highways *fuel stations	<b><u>Troniq Modular</u></b>	15-60 mins top-up	90-240 kW	Up to 80-220 km in 10 mins	Europe Other regions requiring CE certification  North America Other regions requiring UL certification
	<b><u>Troniq High-Power</u></b> *Announced in June 2023	5-20 mins top-up	400 kW	Up to 360 km in 10 mins	Europe Other regions requiring CE certification

# 2023 at a glance

550K

charging ports shipped globally since 2010

23K

trips around the world powered by EVBox Everon

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new products introduced to the market

04

# 2023



## 02 February

EVBox joins 30 other global organizations in asking the European Commission to include a proposal for zero-emission corporate fleets in its Greening Corporate Fleets Initiative in 2023.



## 04 April

EVBox introduces a new brand identity.

Together with ten other leading Dutch companies, EVBox commits to achieving net-zero greenhouse gas emissions by 2050 with the support of the Science Based Targets initiative (SBTi).

EVBox Livo was ranked first in the P3 Wallbox Benchmark 2023, with an impressive overall score of 1.3 (84.1/100) and also won the end-user rating category with a score of 1.7 (79.4/100).

EVBox Livo won the Red Dot Design Award, one of the most coveted design awards that specializes in product design. EVBox Livo won the prize thanks to its sleek design made with a low-carbon alternative to conventional plastic, Makrolon® RE by Covestro.



## 01 January

EVBox's CEO Remco Samuels was appointed to fulfill the 2023 presidency role of ChargeUp Europe, the voice of the EV charging infrastructure industry in Europe.



## 03 March

EVBox introduces its new generation of hassle-free charging for businesses: EVBox Liviqo.

EVBox officially celebrates the milestone of 500,000 EV charging ports shipped worldwide.

EVBox awarded the Sustainability Business Certification Gold Medal by EcoVadis.



## 06 June

EVBox launches its fastest charging station ever: the 400kW EVBox Tronic High Power.



## 08 August

Together with Yespark, France's leading provider of long-term parking rental solutions, EVBox has deployed around 900 charging points in urban parking spaces in cities such as Lyon, Toulouse, Bordeaux, and Paris.



## 05 May

EVBox joined the #EUClimatePact. The European Climate Pact is a movement of people, communities and organisations motivated to build a more sustainable Europe. Launched by the European Commission, the Pact is part of the European #GreenDeal and is playing a crucial role in helping the EU meet its goal to become climate-neutral by 2050.



## 07 July

EVBox inaugurates a new training facility in the Green Business Park Carnaperhof in Essen, Germany.



## 09 September

EVBox introduces Eva, a new AI-powered virtual customer support assistant.

We unveiled our new brand film: "Charging The Future" – celebrating 2023 data that shows one in six new car buyers globally now chooses to buy an electric vehicle.



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**October**

EVBox hosts a launch event for Troniq Modular in Libertyville, Illinois, US.

European decision-makers approve AFIR, the Alternative Fuels Infrastructure Regulation.

EVBox is admitted to the European Commission's "Women in Transport - EU Platform for Change"

Guidehouse Insights selects EVBox as one of the leading EV charger networking companies.



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**November**

EVBox supports the EU's vision towards Zero Air Pollution by 2050:

We join the green NGO Transport & Environment (T&E) and other leading mobility companies in supporting the European Commission's vision towards Zero Air Pollution by 2050.



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**December**

EVBox introduces Code of Conduct for Responsible and Sustainable Supply Chain



# Advocating for change

Our commitment to sustainable development is grounded in our very own foundation. EVBox's vision is *We are building a world where electric mobility is the new normal*. EVBox contributes to this vision through its products and services and advocacy.

At EVBox, implementing sustainability is about demonstrating commitment through action.

We want our vision to be translated through actual business deliverables, ensuring that sustainability is an active part of all our operations. To this end:

- We are continually developing and testing new products and business ideas to improve energy efficiency and reduce carbon footprint
- We have expanded our testing facility to ensure that we have safe products for a sustainable business
- We have stringent requirements regarding declarations on the handling of material and working with our supply chain on banned and restricted materials lists
- We aim to close the materials loop through End-of-Life Treatment solutions

Being one of the world's leading providers of charging stations provides us with a unique opportunity to help individuals and businesses harness the power of Electric Mobility, reduce environmental impact and improve quality of life.

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## Our sustainability organization

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EVBox's sustainability work is managed through our Sustainability team, reporting directly to the company's management. By working cross-departmentally, teams from across the organization contribute to our sustainability goals and initiatives, covering the following areas: Environmental Impacts, Product Management and Design, Laws, Standards, Policy and Ethics, End-of-Life solutions, Sourcing, Human Rights and DEI, L&D, Marketing, HSE, Governance, Risk & Compliance.

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## 2023 Sustainability Focus Areas

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In 2023, EVBox undertook significant steps towards sustainability, building upon the insights gained from the 2022 Double Materiality Assessment. This foundational work was crucial in establishing our sustainability targets for 2030 and 2050. Subsequently, EVBox pledged to join the Science Based Targets initiative (SBTi), alongside a group of other forward-thinking Dutch companies.

A pivotal moment was the organization of our inaugural Sustainability Round Table event with Tier 1 suppliers. This initiative laid the groundwork for collaborative efforts in calculating our Scope 3 emissions, a key component in our comprehensive sustainability strategy.

Throughout the year, we implemented our *Code of Conduct for the EVBox Supply Chain* and developed the *Net Zero Standards for EVBox Suppliers*. These initiatives are integral to ensuring that our supply chain aligns with our sustainability goals and ethical standards.

Furthermore, we conducted a CSRD (Corporate Sustainability Reporting Directive) gap analysis to proactively identify future regulatory requirements. This analysis enabled us to devise strategic action plans, ensuring that EVBox remains at the forefront of corporate sustainability and reporting.

# Our most important sustainability impacts

Our work is guided by the Corporate Sustainability Reporting Directive (CSRD), which provides detailed requirements for Corporate Sustainability and Reporting. We have set our goals based on the outcome of the 2022 double materiality assessment which can be read on the EVBox [sustainability website page](#).

This double materiality assessment featured multiple methods, such as analysis of stakeholder inquiries, peer benchmarking, and direct input from EVBox executives and employees.

The results of the 2022 interim analysis have been validated by the executive management and affirmed our topic prioritization.

The materiality assessment resulted in 12 material topics. Out of these, the four topics detailed on next page scored the highest and were identified as a priority for EVBox.

Our 2022 materiality assessment resulted in 12 materials topics. The following four material topics are the highest priority for the company.

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## Climate change and emissions

**By 2050**, we aim to achieve net-zero emissions.

To achieve this, we have committed to establishing Science Based Targets (SBTs) near-term 2030, committing to cutting our emissions by half by 2030 – in line with a 1.5°C trajectory.

We work closely with suppliers to help reduce emissions throughout our supply chain, from production to transport to waste management. We seek close collaboration with our supply chain and partners, including distribution and logistics to reduce our scope 3 footprint. To close the gap, EVBox's purchasing contracts with suppliers contain a CSR clause, a Code of Conduct for Suppliers, and a Net Zero Standard for EVBox Suppliers.

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## Circular economy - Materials

**By 2030**, we aim to achieve:

- 50% less use of virgin materials
- 100% of products to be designed using circular principles
- All packaging to be recyclable

**By 2050**, we aim to be 100% circular.

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## Circular economy - Waste

**By 2024**, we aim to identify the level of waste generation and current waste handling techniques.

**By 2040**, we aim to set a target in line with the waste hierarchy and have zero waste to landfill.

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## Circular economy - (Micro) plastics

**By 2025**, we aim to identify the level of plastic pollution and set up a reduction plan.

A person is shown from the chest up, holding a handheld air quality monitor. The person has dark, curly hair and is wearing a dark jacket. The background is a plain, light-colored wall. The overall image has a dark, semi-transparent overlay.

2023

Environmental  
Highlights

07

In 2023, EVBox underwent a re-certification audit conducted by the British Standards Institution (BSI). This process focused on two of our key locations: Leognan in France and Amsterdam in the Netherlands. We've also expanded our commitment to environmental management by including our additional Bordeaux facility (Canèjan) in the ISO 14001:2015 certification scope.

During the same year, EVBox conducted a comprehensive calculation of its carbon footprint for the 2022 fiscal year. Notably, this assessment extended to fully encompassing Scope 3 emissions, reflecting our dedication to thorough and transparent environmental accountability.

Moreover, EVBox pledged to align with the most ambitious goal of the Paris Agreement: to reach net-zero global emissions by 2050. This commitment is in response to scientific consensus on the measures needed to mitigate the detrimental impacts of climate change – on both human society and the natural world, with the aim of limiting global warming to 1.5°C. This significant step underscores EVBox's dedication to playing an integral role in the global effort against climate change.

# Environmental Management System

Since 2020 EVBox's Environmental Management System (EMS) has been certified in accordance with ISO 14001:2015

In 2023 we underwent a re-certification audit by the British Standards Institution (BSI). The 2023 re-certification covered two EVBox locations (Leognan (France) and Amsterdam (Netherlands)). Additionally, we extended the scope by including our second Bordeaux location (Canèjan) in the ISO 14001:2015 certification.

Our Goals:

- Continuous improvement of EVBox's EMS in accordance with ISO 14001.
- Suppliers' Environmental Management Systems. All major EVBox suppliers need to have an Environmental Management System in line with ISO 14001 or equivalent; currently, 52% of our European-based, active, direct suppliers (AC+DC) are also ISO 14001 certified.
- Continuously checking and defining an inventory of all aspects of the activities, services, and operations that may impact the environment and being able to take adequate measures to diminish environmental impact (Environmental Aspect Analysis).

## EVBox Carbon footprint for 2022 fiscal year

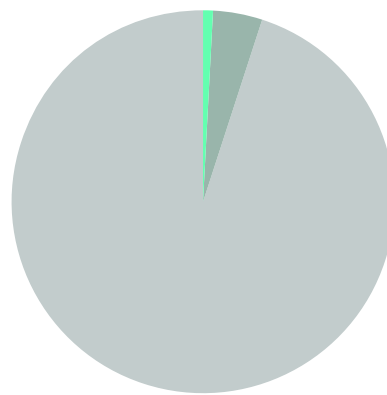
EVBox calculated its first carbon footprint in 2022 (for the 2021 fiscal year) with partial inclusion of Scope 3 in the final results. In the 2023 calculation (for the 2022 fiscal year), we extended the scope of the footprint calculation to fully include Scope 3. The categories we included follow the GHG Protocol for Scope 3 and include the following ones: Purchased good and services, Upstream leased assets, Waste generated in operations, Use of sold products, Upstream and downstream transportation and distribution.

To determine our emissions for each scope, we used financial control criteria.

In 2022, EVBox leased all its buildings and its car fleet. As a result, it does not own any emission sources. Emissions from scope 1 & 2 are therefore covered under scope 3A.

The Co2eq footprint for 2022 is 143.523 tonnes Co2eq which, for reference, is the Co2eq footprint equivalent of 7477 Dutch households. The main insight comes from understanding EVBox’s level of influence on reducing its own emissions:

- Scope 1 & 2 (3A) are in our direct control
- Scope 3B partially depends on our suppliers and internal decisions, e.g. product design.
- Scope 3C largely depends on the overall energy consumption of consumers using EVBox charging stations



- **Scope 3A – 1%**  
Direct own operations
- **Scope 3B – 4%**  
Purchased goods & services  
Upstream & downstream transportation  
End-of-life treatment
- **Scope 3C – 95%**  
Energy consumed via EVBox charging stations\*

**Footnote:**

\* For 2022 calculation related to scope 3 category 'Use of sold products' we used an average energy consumed per charging session x average charging sessions per type of product (AC and DC).

1. The analysis is limited to stations being connected to [EVBox Everon](#). As EVBox Everon is used across many different countries and all different EVBox hardware models are connected to it, it should be still a good approximation to whole portfolio of installed chargers >> seen as acceptable limitation, numbers can be used as reference for whole portfolio.
2. Data mainly includes public transactions as we do not completely track private transactions in our reports (generally no monetization of those). A small set of private stations is included (i.e. for home charging reimbursement), however the number of average sessions per connector per month was still seen to high in the data set >> the average value was multiplied with 30% to better anticipate home charging use case of many of our customers. This is the first limitation that should see further analysis.
3. While we could differentiate in the reports by product model down to level of generation of the station, data is "only" aggregated on AC and DC level, as it's generally the use case of the station owner that drives usage and not the age of the product.
4. Our 2022 data is biased to the Netherlands & Belgium, as most of our connected stations are installed here, a market which is ahead to other countries when it comes to charging volumes on private and public stations. However, at the same time we have many hybrid cars being use which are expected to drive down volumes compared to countries with higher share of pure EVs (e.g. Germany, Norway) >> this bias is seen as acceptable at this stage. Alternatively we could discount kWh charged per session to come to an a bit more careful approach, e.g. reflecting lower usage in countries with less EVs (not recommended).

For detailed carbon footprint divided over GHG protocol categories please see the Appendix 1.

In 2023, we focused on four key carbon reduction initiatives:

INITIATIVE	RESULTS
Switching to green energy in all our facilities	Our offices in Bordeaux and Canejan are 100% powered by green energy and our HQ is partly powered by roof-top solar panels.
Switching to district heating in our HQ	In place
Reducing employee commutes to the office by car	Our working from home policy enables employees to work 60% from home and contributes to lowering Co2eq by reducing commutes to the office A new employee benefit supports employees based in the Netherlands – choosing NS business cards for train travel (instead of commuting by car)
Encouraging train travel instead of aeroplane travel	Our new travel policy encourages train travel for distances shorter than four hours by train



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## SUPPLIER ENGAGEMENT

Supply chain emissions represent most of our carbon footprint. As part of our Net Zero ambition, EVBox is working to engage with suppliers through the *Net Zero standard for suppliers*.

Taking a collaborative approach to further supply chain climate action, EVBox hosted a roundtable discussion in 2023 with our Tier 1 suppliers. This has opened the door to sharing best practice cases on sustainability and exploring ways of working together.

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## EVBOX'S SBTi PLEDGE

The Science Based Targets initiative (SBTi) is a global body enabling businesses to set ambitious emissions reduction targets in line with the latest climate science. The SBTi's goal is to accelerate companies across the world to support the global economy in halving emissions before 2030 and achieving net zero before 2050.

EVBox has committed to aligning with the most ambitious aim of the Paris Agreement and to what science dictates is necessary to reduce the destructive impacts of climate change on human society and nature - to reach net-zero global emissions by 2050 at the latest in order to limit global warming to 1.5°C.

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## FACILITY ENERGY USE

EVBox's HQ is based at GoWest, a newly-renovated multi-tenant office building in Amsterdam that holds the BREEAM 'Excellent' sustainability certificate. Throughout the renovation, a wide range of sustainability features were integrated into the building to improve energy efficiency. All installations have been refurbished and solar panels have been installed to deliver an energy label of A+++.

Emphasis was also placed on health and wellbeing, with a focus on delivering high-quality workspaces. Every Friday two floors at GoWest office are closed to save energy as the majority of our employees are working remotely on Fridays.

## BUSINESS TRAVEL

At EVBox we promote alternatives to travel. Limiting the number of trips contributes to the zero-carbon transition. We therefore support technological alternatives like video conference platforms and these must be considered prior to booking any form of travel.

Air travel is prohibited for any journey less than four hours by train. As per the “zero-carbon” strategy, these journeys must be done using public transport by land, favouring low-carbon transport.

Return air journeys on the same day are to be avoided, especially if they are only for a single in-person meeting. In these cases, remote meetings via video conference platforms are the preferred option.

For all business travel at EVBox, the following Group policy applies:

- We give priority to train travel rather than aeroplane, & public transport by land is the rule
- Travel must be essential, and we must consider online alternatives such as Teams
- We encourage car-sharing
- For journeys of less than 100 km, we recommend choosing the train instead of a personal vehicle
- When it comes to our lease cars, EVBox’s car fleet has been 100% electric across all regions for the last 10 years.

## Products: Design, materials, energy efficiency and renewable energy deployment

### DESIGN

EVBox has worked with the strategic design and innovation agency, VanBerlo, to create sustainability product guidelines for AC and DC products. These guidelines are supporting our teams in developing new portfolio products in alignment with our sustainability goals and directions.

<b>SUSTAINABLE PRODUCT DESIGN PRINCIPLES</b>	<b>Promote simplicity in design:</b> <ul style="list-style-type: none"> <li>• Simple build-up</li> <li>• Simple dis-assembly</li> <li>• Local production</li> </ul>	<b>Design parts big enough to be recycled</b>	<b>Design for the longest lifespan regarding:</b> <ul style="list-style-type: none"> <li>• Market &amp; roadmap fit</li> <li>• Ease of reuse</li> <li>• Ease of repair</li> <li>• Ease of reuse of components</li> <li>• Ease of recovery</li> <li>• Ease of recycling</li> </ul>
<b>Avoid the use of hazardous materials</b>	<b>Promote reusability over every other strategy</b>	<b>Design for the best performance</b>	<b>Promote material separation &amp; purity</b>

As the foundation for designing our new generation of EVBox chargers, we have used research on the entire product sales and stakeholder chain, combined with our established brand guidelines. Through our comprehensive understanding of stakeholder needs, including manufacturing costs and uptime, we have ensured a highly commercial and reliable design that is easy to customise (without re-certification), install, use, maintain, repair, and recycle. We were proud that our ambition to shape a better tomorrow for people, the planet and businesses was rewarded with a Red Dot Award for EVBox Livo. Designing this product – which has a sustainable impact with the future in mind – is something we always strive for. (The EVBox Livo has been made with Makrolon® RE, a long-lasting and sustainable alternative to conventional plastic).

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## MATERIALS

### **Material spotlight: Makrolon® RE**

The casing in our new generation of AC charging stations is made with Makrolon® RE, a low-carbon alternative to standard non-recycled plastics. This more sustainable polycarbonate has attributed raw materials derived from biowaste and residues.

Makrolon® RE provides similar performance to virgin polycarbonates but with a reduced carbon footprint. Made by Covestro, a producer of high-quality plastics, Makrolon® RE is known for its high impact resistance, durability and excellent quality. Makrolon® RE is a registered trademark of Covestro Group.

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## ENERGY EFFICIENCY AND RENEWABLE ENERGY DEPLOYMENT

As electric mobility is rapidly growing and becoming the new normal, solution standardization must meet ever-changing needs. Across Europe, homeowners are looking to electrify their homes to reduce their carbon footprint and save on energy consumption.

In 2023 EVBox has been testing different Energy Management Systems manufacturers through the EEBus standardization with its AC chargers: EVBox Livo (home charging station) and EVBox Liviqo (commercial charging station).

**EEBus describes the communication interface that enables devices relevant to energy management in buildings to connect and interact with each other as well as with grid and market operators. EEBus empowers the digitalisation of the energy transition by creating a communication standard that ensures interoperability of all energy-relevant devices and systems across domains.**

An Energy Management System allows users to control energy generation, storage and consumption within their household, providing a solution for renewable energy usage at home with EV charging. EVBox Livo is now fully tested with the EEBus-capable Energy Management System from TQ, allowing EV drivers to save on their energy bills and take control of their energy usage with solar panels, battery storage, and heat pumps.

EVBox Livo can communicate with Energy Management Systems platforms via a plug-and-play solution, allowing a seamless, compatible solution with the grid operator.

In Q4 2023, we reached over 7500 readers of our blog by addressing solar charging for EVs. Through these posts, we helped enhance awareness and understanding of solar charging options for EV drivers by addressing the most common inquiries on the topic. This effort is part of our broader goal to encourage a sustained transition towards solar charging. For more insights, visit [our blog](#).

## Materials declaration database

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Materials declarations are an integral part of environmental work for us as well as for our customers. They are a key input in our design efforts and in the development of efficient End-of-Life Treatment (EoLT) processes. In addition, materials declarations are used to manage compliance with our list of banned and restricted substances. EVBox's materials declarations database contains materials declarations at component level.

Our suppliers are involved in the reporting process and can be accessed using the supplier EVBox portal. To support our suppliers in this work, we have a dedicated materials declaration help desk (assigned personal contact) to assist them in preparing and supplying information.

By the end of 2023, over 85% of our components had materials declarations and were entered into the database. The database is managed by an external consultancy company, Assent Compliance, and it can be accessed using supplier EVBox portal.

## Handling E-Waste responsibly (WEEE) - Product related

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At the moment, EVBox is WEEE-compliant in Belgium, France, Germany, the Netherlands, Norway, Sweden and the UK.

Registrations requiring compliance with Battery Laws are already in place in the Netherlands and will be gradually implemented in other geographies where EVBox is obligated, starting with countries where WEEE registrations are already in place. EVBox AC products do not contain any batteries however DC stations each contain a single button cell battery making EVBox a responsible producer according to battery laws.

EVBox has completed registration to adhere to Packaging Waste regulations in Germany and is actively monitoring compliance with Packaging Tax laws in the UK, Spain, and Italy. The initiation of further registrations – to comply with Packaging Waste laws in necessary regions – will commence once accurate data on the packaging materials used for each product sold by EVBox is available. The Packaging Waste project was completed internally in 2023 and is now being validated by internal stakeholders.

## Handling E-Waste responsibly – the company's own e-waste programs

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EVBox has introduced a new buy-back policy, allowing employees to purchase their work laptops upon the conclusion of their employment contracts. Additionally, to manage our electronic waste in the Netherlands, we have set up a partnership with CTC, a company specializing in IT asset disposal services. These services include the disposal of IT equipment, hard drive destruction, and the recycling of hardware, all accompanied by detailed reporting, official certificates, and an eco-friendly approach.

FOR ENVIRONMENTAL FIGURES SEE ANNEX 1



2023

Social

Highlights

08

# 700+

employees across the globe

# 60+

nationalities

# 9

offices, manufacturing and lab facilities

# 5

Employee Resource Groups

We believe it is essential to provide a good working environment for our employees and this includes having clear goals, roles and opportunities for career development.

To help measure our effectiveness we have implemented a performance management process. Information for this process is gathered from a variety of sources, including customer satisfaction measurement (NPS - Net Promotor Score), CSAT, employee feedback and OKRs monitoring. We then measure our performance against our defined objectives. The results are communicated during Management Reviews and to our employees during quarterly 'town halls' in order to establish a mutual understanding of our progress.

In 2023, by introducing our Diversity, Equity & Inclusion (DEI) Policy, we clearly reinforced the importance of a psychologically safe working environment for all, and also outlined two key principles that will guide us in building a more inclusive environment for EVBoxers – that of Positive Action and Long-lasting Impact.

In reinforcing our commitment to gender equality, in 2023 we signed the EU's Declaration on Equal Opportunities for Women and Men in the Transport Sector. Alongside this, we set ourselves the target of having our executive management team, management board and supervisory board to be formed of no more than 60% of the same gender by the year 2028.

## Our People & Places Ambition

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Our People & Places Strategy starts with the business direction: to attract and retain the best talent needed to keep and develop our business. With an engaged, high-performing, and diverse workforce, we are better positioned to meet future challenges.

We envision a purpose-driven organization that focuses on personal & professional growth. Our mission is to make EVBox an effective, diverse and inclusive company, in which successful collaboration across teams is the norm. We support the business with all employee related topics such as hiring, strategic workforce planning, performance and salary cycles, talent management and measuring & improving employee engagement. Further, we ensure that our facilities are safe and ensure a healthy workplace.

At EVBox, we believe that finding the right people for our team is about more than just meeting a checklist of requirements and skills. We value candidates who share our passion, align with our values, and demonstrate a strong work ethic. We believe that diversity of viewpoints and experiences can be an asset to our team, and we welcome anyone who is excited to make an impact. Our employees share a passion for creating a sustainable future.



## DEI @EVBox

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A psychologically safe environment is the foundation for everyone at EVBox to feel secure and comfortable in carrying out their work. Such an environment also means we do not tolerate any forms of inappropriate behaviour such as harassment, discrimination, violence or bullying. We thus created our first DEI Policy, which lays out our DEI principles but also sets out our zero-tolerance towards inappropriate behaviour in the workplace.

### **Our DEI Policy**

In 2023, we introduced our DEI Policy.

It defines our principles and commitment to ensuring everyone is valued, listened to, respected and able to be themselves to participate fully in their life working at EVBox. We clarify terminologies, address what constitutes inappropriate behavior and reinforce the importance of everyone at EVBox in contributing to a diverse, equitable and inclusive company culture.

### **Our DEI principles**

- **Positive Action:** we take down historical and structural barriers that stand in the way of our employees. We commit to sustained action in tackling processes and practices that may adversely affect our people.
- **Long-lasting impact:** our DEI efforts are designed not just for the present, but to create long-lasting impact for our organization. We continue to learn and dismantle the roadblocks that [our] people may face in order to create positive outcomes for all.

In an increasingly global market, the diversity of our workforce, alongside the inclusion of our employees, helps us better respond to the needs of our customers and tap into greater innovation. We engage in a wide variety of initiatives related to gender diversity, both within the company and in order to contribute to Europe-wide debate on these issues.

**2023 Pledges:**

**In 2023, we signed the EU's Declaration on Equal Opportunities for Women and Men in the Transport Sector.**

In signing the declaration, we commit ourselves to using gender-disaggregated data as a basis for policy planning and measures, driving necessary cultural changes to support female employment and ensuring women enjoy equal opportunities regarding career development and representation in our company.

**We have also set the aim for our executive management team, management board and supervisory board to be formed of no more than 60% of the same gender by the year 2028.**

At EVBox, the DEI Specialist works closely with the Compliance team to ensure that any inappropriate behaviours are flagged promptly in the organization. Additionally, the DEI Specialist has a secondary role as the Trusted Person in the organization (Dutch: vertrouwenspersoon). The Trusted Person is someone who can provide confidential support and listening for employees who experience inappropriate behavior at work.

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## OUR DEI STRATEGIC MODEL

Delivering on DEI, we use this strategic model with its four pillars:

Compliance, External Impact, Operations and Talent.

- **Compliance** is the infrastructure and capabilities needed to identify DEI-related risks. Such examples include our DEI Policy.
- **External Impact** is our level of impact on markets, customers and communities. This is seen through our work with the EU as a full member of the EU Women in Transport platform.
- **Operations** is the extent of DEI efforts being integrated into business operations. We launched our DEI Resource Hub this year, kicking off first with the theme of LGBTQIA+. The Hub has been created to provide a place where employees can find relevant information about DEI, various DEI themes and how that links to the industry more broadly.
- Finally, **Talent** refers to DEI's integration into talent management processes. Our recent Women's Employee Resource Group (ERG) Mentoring Program is a result of taking a DEI approach to supporting the professional growth of our colleagues.

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## #YOUAREINCLUDED CAMPAIGN 2023

In celebration of the #YouAreIncluded theme for Amsterdam Pride Week, six of our colleagues shared their perceptions of inclusion and what it means for them. Each perception was unique, personal and genuine, shedding light on the transformative power of belonging.

You can [watch the video](#) on our YouTube channel.

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## OUR PILOT WOMENS' EMPLOYEE RESOURCE GROUP (ERG) MENTORING PROGRAM

In 2023, we piloted the first Women's ERG Mentoring Program with the aim of supporting participants' needs in:

- Boosting personal and professional development
- Creating a sense of belonging through an expanded social support network

With a target of 20 sign-ups, we received 31 in total – more than 55% over our target. We allowed participants to apply to be both a mentor and mentee, resulting in a total of 20 mentors and 24 mentees.

In continuously monitoring the efforts of the program, we collect monthly feedback from both mentors and mentees to measure satisfaction with the program. At the time of writing, after three months, we have averaged over 70% satisfaction rate in the program for both mentors and mentees.

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## FULL MEMBER OF EU'S WOMEN IN TRANSPORT

In 2023, we also became a full member of the EU's Women in Transport platform, where we will be an active contributor to the EU's efforts in strengthening women's employment and equal opportunities for women and men in the transport sector.

In becoming a member, we took part in the autumn meeting with a presentation of our Mentoring Program, alongside a mentee who shared her experience of the benefits it brings to her professional growth.

## FIVE EMPLOYEE RESOURCE GROUPS (ERGS)

In 2023, we continued and improved our ERGs at EVBox:

- Asian and Pacific Islanders (APAC)
- LGBTQIA+
- Mental Health
- Parenting
- Women

Each ERG is headed by a President and Treasurer and is given a dedicated budget to carry out activities. The ERGs are guided by the 4Cs to run their activities. These are Culture, Community, Career and Commerce.

**Culture:** Relates to the raising of awareness of social and cultural issues under the ERG's scope, such as the celebration of cultural holidays

**Community:** Bringing members closer together and offering a space to discuss ERG-specific issues (e.g. lunches)

**Career:** Benefitting the professional lives of ERG members through professional programs and activities such as mentorship

**Commerce:** Making a business impact for the company (e.g. offering advice to the marketing team on inclusive communications to ERG's audience)

Given that the objectives and nature of each ERG are different (e.g. some focus more on building a community, while others focus more on advocacy), each then runs the best types of activities to address their goals.

### Some 2023 highlights include:

1. **An Amsterdam Treasure Hunt for APAC members**, with the aim of building the community and getting to know the city.
2. **The LGBTQIA+ ERG monthly Pride calls** with other Dutch companies, speaking on important topics concerning the community and actions they could all take to support their teams internally
3. **The Mental Health ERG talk, with an external speaker from The School of Life**, where employees practiced various conversation techniques to help improve communication in the workplace.
4. **"Bring Your Kids to Work Day" by the Parenting ERG**, which offered an opportunity for EVBox parents to show their children where they worked, but also to introduce them to the world of electric mobility. Activities included office and lab tours, a charging experience with one of our charging stations, creative science workshops and a charging station wiring workshop.
5. **The Pilot Women's ERG Mentoring Program**, in a collaboration between the organization and Women's ERG.

### **DEI Workshops and Trainings**

In 2023, our DEI workshops and trainings covered several elements, including:

- Unconscious bias in performance evaluation – where employees learnt how bias can affect how we judge our peers unintentionally. They also learnt practical steps that can be taken to prevent this from happening
- Mentor training – all mentors from the pilot Women's ERG Mentoring Program underwent training in how best to guide a mentoring session and how to deal with different queries facing mentees
- The Art of Conversation – a workshop from the Mental Health ERG on conversation techniques to improve communication in the workplace
- An Inclusive Communications workshop from the LGBTQIA+ ERG that focused on pronouns, their importance and how to practically showcase them in internal systems such as in our employee profile or emails.

## Working conditions

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At EVBox, we believe in a flexible work environment that balances remote work and in-person collaboration. To promote teamwork and maintain our company culture, we require employees to spend a minimum of 40% of their work time in the office. However, we understand that some roles or locations may require more time in the office.

To further support work-life balance and accommodate our employees' needs, we offer the opportunity to work remotely from another country for up to four weeks per calendar year. To ensure smooth operations and business continuity, such requests must be approved in advance by HRBP and the appropriate manager, taking into consideration factors such as role, working conditions, timing, and time zone differences.

# Learning, Development and Performance Management

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As part of a fast-moving industry, learning at EVBox happens all the time and in a lot of different ways. At EVBox we are aware of the importance of fostering an environment for learning and understand the importance of ensuring our employees can continuously expand their knowledge base and skills. We have a dedicated People Development Team that supports employees by providing structure, foundational training (e.g. onboarding), leadership- and professional training, and facilitating individual and team requests for training. Employees at EVBox are expected and encouraged to take up to 50 training hours per year (incl. self-paced learning, internal and external training).

At EVBox, we use a variety of methods to develop the talent of our employees, from formal training to more informal opportunities for job rotation and internal assignments.

Our goal is to create a culture of continuous learning, helping us achieving on our organizational goals and contributing towards EVBox's mission.

Our L&D offering includes but is not limited to:

1. Individual Learning budget and professional development  
– This is a budget employees can request to augment the knowledge, skills, and competencies that you need to improve your performance and stimulate your professional growth. Employees or teams can apply for it to make use of learning and development programs from external providers, i.e. trainings, courses, and workshops.
2. Leadership Development programs - At EVBox we want to ensure that managers are equipped with the skills that can help them continuously improve their leadership capabilities. Our aim is to provide programs that help leaders thrive and continuously develop their mindset, toolset and skill set around leadership topics. To deliver these leadership programs, we partner up with an external partner. Together we have successfully launched a leadership program in 2023 and are further expanding the program in 2024.

3. Professional Coaching with certified business coaches – EVBox partners an external partner to empower our employees to thrive with personalized coaching programs. With our highly valuable coaching programs we give around 10% of employees a year the opportunity to have unlimited session with a certified business coach and contribute to their professional and personal growth.
4. Self-guided learning– EVBox works with open online course providers to give employees the opportunity to learn new skills at their own pace. All EVBox employees have access to over 3000 videos, lessons, courses, specializations, professional certifications, and guided projects. This includes a wide range of skills and topics such as Project Management, Strategy and Operation, Data Analysis and Computer Science. We also use a learning management system (LMS) for onboarding new employees (whether in-house or remotely) and customised trainings.
5. Team coaching and workshops – Depending on the need, we organize individual programs for team development. These are designed to increase engagement and promote alignment and cooperation amongst teams and can be followed with all members of a team or a sub-team within a department. The programs are organized with a professional team coach or facilitator depending on the need. Typically examples where team coaching is utilized are team performance, team conflict or teaming of new teams.

Employees discuss their growth and learning ambitions with their manager in regular 1-on-1 conversations. To determine areas of growth, feedback is collected not only from the manager but also from peers and direct reports. EVBox uses an employee platform to support continuous feedback, goal tracking and performance reviews. Based on company and individual insights we advise on different programs from our L&D offering.

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## Compensation and Benefits

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At EVBox we are committed to fostering a workplace culture that not only aligns with our core values but also supports the well-being of our employees. In addition to salaries and benefits, EVBox manages several different incentives that are developed to motivate performance and reward achievement and the sharing of ideas. In our commitment to sustainability and corporate social responsibility, we design our employee benefits to align with our company's mission and values.

We understand that our employees have unique needs depending on their location. That's why we offer a range of tailored benefits to support them in your daily lives.

At EVBox we offer:

- **Personal development possibilities** with an annual learning budget and access to an extensive e-learning offering for all employees.
- **Transportation allowance** or a lease car (EV) if necessary for the role. Employees in the Netherlands may receive a public transportation card.
- **Social activities** such as company events, team-building activities
- **Talent development** for leadership and coaching tailored to an individual's needs
- **Flexible working** - working from home with a budget provided to set up a home office and working from abroad for up to four weeks per year subject to consultation with the individual's team.
- **A monthly fitness and wellness membership** that provides users with access to thousands of fitness studios, gyms, salons and spas around the globe.
- **Online sessions with an Employee Assistance Program**, a free access to a certified psychologist on health, safety, and mental well-being.
- **Innovation Incentive Program**, which is helping innovators to develop their ideas and offers rewards should their ideas be adopted by the IP Technology Committee
- **Language lesson**
- **Volunteer day** – eight paid hours per calendar year to facilitate volunteering – during a workday – at a cause of the employee's choice.
- **Local benefits** depending on the job location such as meal vouchers in France, company pension schemes in several countries like the Netherlands and Germany, health insurance coverage in the US etc.

By offering the public transportation card in the Netherlands, we empower our employees to utilize public transportation for their daily commute, thereby reducing their carbon footprint and helping to protect the environment. This benefit not only supports our employees but also reflects our dedication to sustainable practices and the reduction of greenhouse gas emissions.

Our contribution to a gym membership, our collective health insurance in the Netherlands and our Employee Assistance Program underscore our commitment to promoting the well-being and work-life balance of our workforce. By encouraging regular physical activity and mental well-being, we aim to support the holistic health of our employees, fostering a culture of wellness within our organization.



Additionally, EVBox tops up salaries during Partner Leave in the Netherlands. We believe that providing comprehensive support during this special time is essential. Our enhanced Partner Leave goes beyond statutory requirements, ensuring that employees feel fully supported and empowered to prioritize their family needs. Further to what is outlined above, our volunteer day benefit allows our employees to dedicate their time to meaningful causes that they are passionate about. By providing this opportunity for community engagement, we encourage our workforce to actively take part in initiatives that make a positive impact on society. This benefit reflects our commitment to social responsibility and demonstrates our belief in the importance of giving back to the communities in which we operate. We recommend employees choose a cause that contributes to one of the Sustainable Development Goals (SDGs) that EVBox directly supports. SDGs address the global challenges we face, including poverty, inequality, climate change, and environmental degradation. The Sustainable Development Goals (SDGs) EVBox directly supports:

Explanation: Sustainable Development Goals (SDGs) that EVBox directly supports



## Employee Health and Safety

Providing a healthy and safe workplace is of fundamental importance to EVBox. Our goal is to have zero accidents, and we focus on continual improvement. The Occupational Health and Safety (OHS) system helps to protect our employees and others engaged in company business. The EVBox's Management system is ISO 45001 certified. EVBox's operations undergo internal audits as well as third-party assurance audits.

We provide requirements and controls, guidance and training in a comprehensive approach to strengthen our OHS performance. Competence and awareness are key to reducing accidents and must be based on trust and transparency to encourage the reporting of accidents.

In 2023, we organised training sessions for in-house emergency response officers at three separate locations. In total 40+ employees were (re)trained.

In 2023, the cross-departmental "Zero Harm" task force was set up to reduce accidents and to create more awareness not only around health and safety but also around well-being, security, harassment and ethics, and compliance.

In addition, EVBox has an OHS training program in place to provide employees with the required training and to increase their awareness. Depending on the position of the employees, they are signed up for training courses that are either important or mandatory. For all newcomers, OHS training is mandatory as part of the onboarding program.

EVBox has a contractual agreement with preferred suppliers who are required to sign the “onsite health and safety protocol”. This document explains the health and safety requirements the contractor should meet. It reinforces governance and tools, including instructions, checklists, training materials and escalation procedures.

We support full transparency and accountability in health and safety, and report on and investigate all accidents that we are made aware of. In 2023, a total of two Lost Time Accidents took place. More than 150 near-miss incidents / unsafe situations were reported over multiple locations. In adherence to local regulations on electrical safety and workplace safety, a total of 62 mandatory training sessions were conducted during the year. This ensures compliance with the requisite standards and reinforces our commitment to supporting a safe working environment.

The risk assessment is reviewed and updated yearly, or at shorter intervals if major changes necessitate this. The latest update was in December 2023. The risk assessment covers all activities at our sites including our headquarters in Amsterdam, the production sites in Bordeaux and activities performed by engineers at customer sites.

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## PRODUCT TESTING AND SAFETY

EVBox employs strict product testing and installation procedures with the goal of ensuring that electricity exposure levels from products and network solutions adhere to safety limits.

## LAB EQUIPMENT

At the EVBox Lab (based at our HQ in Amsterdam) we have put several electrical safety features in place, including:

- Emergency Power Off buttons to cut power immediately
- IP2x degree of protection against contact
- Earth leakage protection with a 30mA RCBO on power sockets
- 10mA RCBO protection on all standard worktables.
- An access control system on the entrance door of the lab ensuring only trained personnel have access.
- Procedure in place to anticipate health & safety risks related to change of operations (e.g. start-up of new operations, change of operations)

Procedures P-1003 (Management of Change) and P-1033 (Risk Management) outline the methodologies for identifying and addressing risks. These procedures are particularly relevant when new operational processes are introduced, needing an update to the risk assessment.

- Provision of protective equipment - PPE are prescribed according to the hierarchy of control method that is part of the risk assessment. The necessary PPE is determined for each activity. Examples include insulated safety shoes, face protection, ear protection and insulated gloves.
- Active preventive measures for stress and noise - EVBox's risk assessment details minimal noise exposure risks, with mechanical work confined to a designated room with mandatory hearing protection. Stress and psychosocial issues are addressed by the HR department. The company's absenteeism rates are below industry average, and employees have access to OpenUp for therapy consultations.
- Regular inspection/audit to ensure safety of equipment - The facility and lab team use asset and equipment management overviews to track maintenance and inspection of equipment and assets. This is also documented in different ISO procedures. In addition, workplace inspections are performed to double-check the safety features of equipment.

At our facility in Bordeaux, France (Léognan) we test all our DC chargers in-house based on the following needs:

- Characterization testing (what are the limits of the product)
- Validation testing (is it compliant with our datasheet? customer demand? etc...)
- Around 70% of Certification testing, sometimes with an external certification body as a witness in our testing area.

## Labor Relations

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Employee representation at EVBox is embodied via a Works Council which is established for all Dutch Group Companies with 50+ employees.

In the Netherlands, the Works Council [ondernemingsraad, OR] is an internal body representing employees, which promotes and protects the interests of the employees. The Works Council has consultation rights in respect of certain significant proposed management decisions. The members of the Works Council are hired on a Dutch contract. As they represent Netherlands -based colleagues, they're also elected by EVBoxers employed under the Dutch legal entities. Its rights and duties are set out in the Works Councils Act [Wet op de Ondernemingsraden].

In 2023, the Works Council had nine members chosen through elections. The Works Council meets every first week of the month to discuss active topics and new initiatives suggested by employees.

The Works Council and the Management team meet monthly to decide on open topics, and quarterly to discuss overall business continuity and strategy. The Works Council and the Supervisory Board meet twice a year to discuss company results and finances.

FOR SOCIAL FIGURES SEE ANNEX 1

A man in a dark shirt and light trousers walks past a dark Audi SUV parked on a cobblestone driveway. The car is plugged into a charging station on a building wall. The scene is set at dusk with a cloudy sky.

# 2023 Governance Highlights

# 09

In 2023, we rolled out company-wide mandatory ethics and compliance trainings in a new format via Navex LMS (Learning Management System). They included: EVBox Ethics & Code of Conduct (a series of short videos on key topics, such as anti-bribery, competition law, confidential information, conflict of interest, gifts and hospitality, cybersecurity, data privacy, discrimination, financial integrity, protection of company assets, speaking for our organization, trade compliance, working with third parties, modern slavery and human rights, and more); and a dedicated, more in-depth course on Whistleblowing and Ethics Reporting.

During the same year, we rolled out the first Integrity Assessment survey with the aim of understanding employees' perception of our ethics and compliance program and culture and using the results to make further improvements.

2023 also saw the introduction of the EVBox Code of Conduct for Responsible and Sustainable Supply Chain. This is a key step in deepening the dialogue with suppliers to follow ESG regulations and the company's core values throughout its supply chain and product development. The Code of Conduct sets out EVBox's requirements and expectations for all levels of its supply chain, from direct Tier 1 suppliers to downstream Tier 2 and 3 suppliers.

The Code of Conduct is effective as of November 1, 2023, and can be found on [EVBox's website](#).

In 2023, EVBox was officially recertified for ISO 9001, ISO 14001 & ISO 45001. The scope covers EVBox HQ in Amsterdam (NL), EVBox's DC assembly site in Leognan (FR) and has been expanded to EVBox Canéjan (FR).

# Management and Supervisory Board

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## TOP-LEVEL COMMITMENT

EVBox's CEO and senior management actively support the commitment to responsible business and are regularly informed of progress. The internal management team receives sustainability updates as they happen (e.g. carbon footprint calculations, double materiality assessment, CSRD gap analysis etc). In 2024, we plan to set up a cross-functional Sustainability Steering Group providing guidance for strategic and operational issues and adding sustainability goals to EVBox's Management Review.

## Ethics

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At EVBox, our fundamental belief and policy is to conduct our business with honesty and integrity in accordance with the highest legal and ethical standards. All employees must promote and apply the EVBox fundamental ethical principles through their daily behaviour, in the course of professional duties, in business relationships and with all their contacts, independently of their position in the hierarchy, the entity, or the geographical sphere of intervention.

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## POLICIES

As part of the ENGIE Group, we adopt ENGIE's ethics and compliance codes, policies, and principles, by implementing them at EVBox and adapting them to our business and culture (also referred to as '**EVBox codes and policies**' or '**our codes and policies**'). Key EVBox codes and policies include:

- **EVBox Code of Conduct** (Ethics Charter together with the Practical Guide to Ethics): the foundation for all of EVBox's internal policies. It defines the four fundamental ethical principles underlying our ethical commitments and presents the general architecture for the Group's ethics and compliance governance and organisation.
- **Policies and Procedures** establish principles and rules to guide and assist EVBox employees to conduct business in an ethical and compliant manner, such as Gifts and Hospitality Policy, Prevention of Conflict of Interest, and more.
- **The Codes of Conduct** (CoC) set out the implications of the EVBox ethical commitments and the expectations of conduct for specific professional categories (CoC in Business Relationship, CoC in Supplier Relationships, CoC for Financial Officers, CoC for Lobbying).

- **Global Ethics Reporting Policy**, enabling speak-up culture, setting up reporting mechanisms, outlining the reporting procedure, and governing other matters, including confidentiality, privacy and non-retaliation. In addition, we implemented a Whistleblowing Policy (NL) which sets out specific protective and supportive measures for reporting a (Suspected) Wrongdoing in compliance with the Dutch Whistleblowers Act.

During onboarding, new employees receive and acknowledge the EVBox Employee Handbook via the EVBox HR platform (BambooHR). This includes an ethics and compliance section and incorporates ENGIE's ethical principles. Since 2023, all employees, including new hires, also receive – via BambooHR – the ENGIE's Ethics Charter, Practical Guide to Ethics and EVBox Ethics Reporting Policy. They are required to sign these to acknowledge their awareness and understanding of these key compliance documents. All the policies and other resources are accessible to the employees via EVBase (EVBox Intranet).

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## ANTI-BRIBERY & ANTI-CORRUPTION

Integrity is one of the four fundamental principles on which our ethics and compliance program and culture are based. Risks related to bribery and corruption are addressed through several policies, including Ethics Charter and Practical Guide to Ethics, Gifts and Hospitality Policy, Policy for prevention of conflict of interest, and codes of conduct for specific functions (as listed above). This framework is set forth in the ENGIE's Integrity Referential which gathers together the policies and procedures dedicated to the prevention of fraud, corruption and influence peddling. The highest international standards (UK Bribery Act, US Foreign Corrupt Practices Act (FCPA), French Sapin 2 law), served as a basis for the establishment of the ENGIE anti-corruption program.

In 2022, KPMG completed a fraud assessment for EVBox and issued a report with findings, which were used as a guideline for further improvement of the compliance program during 2022 and 2023 to prevent fraud risks. Key improvement points included further development of the speak-up culture, awareness of the fraud risks and having a formalized compliance report handling and investigation procedure. Throughout 2023, we have made considerable progress on these points (as described in this report); this was also acknowledged by the auditors during the 2023 annual audit. The next fraud risk re-assessment is planned for H1 2024.



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## GIFTS & HOSPITALITY

At EVBox, we have implemented and follow the Gifts, Hospitality and Technical Trip Policy adopted by ENGIE. We have a dedicated page on EVBase (EVBox Intranet) covering Gifts & Hospitality Policy requirements (with the Policy attached), accessible by all employees at EVBox. EVBox employees receive annual training on Gifts and Hospitality as part of a broader compliance training.

In 2023, we further improved the internal process for declaring and, where required, requesting authorization for gifts and hospitality, by moving it to the Navex tool. This process allows for a more user-friendly experience for the employees, helps the approval process, ensures higher visibility over the nature and frequency of the given and received gifts and hospitality, and supports record-keeping.

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## PREVENTION OF CONFLICT OF INTEREST

At EVBox, we have implemented ENGIE's Policy for the prevention of conflicts of interest. We have created a dedicated page on EVBase that provides general information on what constitutes a conflict of interest, guidelines on identifying a (potential) conflict of interest, and ways of managing the conflict of interest through abstention or a (conditional) waiver.

Starting in 2022, we conducted an annual company-wide Conflict of Interest Disclosure campaign via a dedicated tool (Navex). All employees are required to fill out a questionnaire and to disclose any (potential) conflict of interest they may have with EVBox under such categories as outside employment, outside investment, family member employment, government participation, related-party transactions, and more. Where employees disclose an event that could be considered a (potential) conflict of interest, we follow up to determine the risk mitigation measures.

The use of the Navex platform allows us to keep a record of the disclosures and decisions made. In 2023, we further enhanced this process, allowing employees to easily report any change in the status of previously made disclosures or any new event that may result in a conflict of interest.

EVBox employees receive annual training on prevention of conflict of interest as part of broader compliance training.

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## REPORTING & WHISTLEBLOWING

At EVBox, we promote speak-up culture. We believe that positive employee relations and morale can best be achieved and maintained in a working environment that promotes ongoing open communication. We encourage all employees to speak up when they notice or suspect illegal, unethical or inappropriate behaviour. To that end, we have adopted the global Ethics Reporting Policy and implemented easy-to-use reporting channels to encourage employees to communicate any concerns they have or to report inappropriate behaviour or (potential) misconduct without fear of retaliation or retribution.

In 2021, in addition to the internal reporting channels (HR, Compliance), we implemented a third-party hotline ([EthicsPoint](#)), which is accessible by both employees and third parties and allows people to report anonymously. From 2022, the hotline was made available in French, Dutch and German languages (in addition to English), making it more accessible for people in different geographical locations.

We take compliance reports seriously and follow an established process when evaluating them. When a report is received, we will confirm its receipt, review it – starting with a preliminary assessment – and (if necessary) investigate. Should an investigation be needed, we conduct our inquiries in a confidential, thorough and objective manner, according to global investigative practices. The purpose of an investigation is to gather facts that are relevant to the alleged violation and test them against applicable compliance standards. Authorized internal investigators are responsible for ensuring that reported matters are assessed and investigated in an independent, proportionate, impartial and unbiased manner with respect to all parties involved, with due observance of applicable laws, regulations, and policies.

EVBox will not tolerate retaliation. This means we take all proper measures to prevent adverse consequences for someone who has raised a concern in good faith about potential misconduct or has cooperated in the review of a reported matter or investigation, as the situation permits and/or as is consistent with applicable law.

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## ANNUAL ETHICS AND COMPLIANCE TRAINING

Training and awareness are one of the focus areas of our Ethics & Compliance Program. We conduct both online and face-to-face training sessions annually (in HQ and regional offices). In 2023, we rolled out company-wide mandatory ethics and compliance training in a new format via Navex LMS. They included: EVBox Ethics & Code of Conduct (a series of short videos on key topics, such as anti-bribery, competition law, confidential information, conflict of interest, gifts and hospitality, cybersecurity, data privacy, discrimination,

financial integrity, protection of company assets, speaking for our organization, trade compliance, working with third parties, modern slavery and human rights, and more); and a dedicated more in-depth course on Whistleblowing and Ethics Reporting.

These video trainings are interactive, easy to follow, and contain questions to test knowledge and understanding. The courses can be viewed in different languages, making the content more accessible for EVBox employees in different geographical locations. Upon completion of each training course, employees are asked to review the relevant policies (accessible through the platform) and acknowledge that they have read and understood them. This allows us to keep records of the rolled-out trainings and to track attendance.

Furthermore, EVBox has invested in training for the Compliance team to further improve EVBox compliance practice. This included SCCE (Society of Corporate Compliance & Ethics), Compliance & Ethics training and conferences, Investigation Trainings, Privacy Conferences and ESG training.

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## CONTINUOUS IMPROVEMENT

We believe that the Ethics and Compliance program requires continuous maintenance and improvement. In 2023, we rolled out our first Integrity Assessment survey with the aim of understanding the perception of our employees with regard to our ethics and compliance program and culture and to use the results for further improvements. Through this survey, we assessed four key areas: Accessibility (whether employees know where to find compliance-related information and who they can speak with about ethical issues); Accountability (tone from the top, whether managers show commitment to honesty and integrity; whether employees are held accountable for their actions); Knowledge (whether employees know how to do their job ethically, how to report ethical concerns and what happens after they report); and Trust (whether employees feel confident in speaking up). We achieved a 77% participation rate (a representative sample, ensuring reliability of the survey). Following the survey's completion, we held over 20 discussions across all departments of the company as well as with each EMT (Executive Management Team) member to better understand and interpret the results. The results were shared with the EMT as well as communicated to all employees at the town hall and on EVBase (EVBox Intranet). The key takeaways will be used for the 2024 compliance program improvements.

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## HUMAN RIGHTS

EVBox's commitment to respecting human rights, including – explicitly – the rejection of forced labor, is laid down in a number of key documents, including the following (publicly available via the embedded links):

- Ethics Charter and our Practical Guide to Ethics (described earlier in the report),
- Code of Conduct in Supplier Relations, and
- Human Rights Referential: commitments and implementation.

The ENGIE **Code of Conduct in Supplier Relations** sets out seven principles we expect our employees to follow in their relationships with suppliers. This includes a commitment to the International Labour Organisation (ILO) conventions on labour rights (e.g., prohibiting child and forced labour, and ensuring the safety and wellbeing of workers). We are committed to providing fair working conditions and we also expect our suppliers to treat their employees fairly and with dignity.

The **Human Rights Referential** is a dedicated human rights policy which establishes the Group's commitments in line with the recommendations of the United Nations Guiding Principles on Business and Human Rights. The commitments include, among others, carrying out business activities while respecting internationally recognized human rights; making sure that the fundamental rights of the employees are respected; rejecting all forms of harassment and violence in the workplace; and including in the contracts with suppliers and partners a provision requiring them to respect the Group's human rights commitments.

**Risk assessment.** With regard to our business organization, the EVBox establishments (EU, UK, US) and our Tier 1 supply chain (as described below), we generally consider the country risk low, due to a more limited exposure to the countries where protection against breaches of human rights is limited. Given the nature of the EVBox business, we also consider the sector risk low. However, we recognise that there may be suppliers involving potentially higher risks both in Tier 1 and further down the supply chain. Given this, and taking into consideration the size of our business and available resources, we are gradually enhancing our third-party risk management processes, as described below.

**Due Diligence.** New Tier 1 suppliers undergo a supplier selection assessment, which, among other things, includes an assessment of the working conditions and a question regarding human rights and anti-modern slavery actions. We recognise there are suppliers involving potentially higher risk and apply additional measures. For example, we are continuously (via a third-party tool) performing due diligence of suppliers to our US entity to ensure their compliance with the Uyghur Forced Labor Prevention Act, applying a risk-based approach (i.e. focus on Chinese suppliers and goods and/or certain type of goods).

**Contractual mechanisms.** When establishing relationships with new suppliers, we aim to ensure that each contract includes a commitment to uphold the principles covered by our policies. In 2023, we took further steps to build a program aimed at identifying risks and preventing severe impacts on human rights and the environment resulting from EVBox's activities, and the activities of the suppliers with whom EVBox has an established commercial relationship. Among other things, we adopted a new, specific *Code of Conduct for EVBox Supply Chain*, available on the EVBox website.

Our standard contract templates also grant EVBox the right to conduct audits to verify suppliers' compliance with our policies. If an audit reveals that a supplier has violated our Code of Conduct for EVBox Supply Chain, the supplier must promptly take corrective actions and we reserve the right to conduct a subsequent audit. When the second audit shows that the supplier has not implemented any corrective measures, we have the option to terminate the contract.

By offering suppliers the opportunity to rectify non-compliance issues, rather than resorting to a strict punishment in the form of contract termination, we encourage them to improve their operations. This approach effectively contributes to the improvement of working conditions across the industry. At the moment, we do not have the resources to specifically audit any suppliers other than Tier 1 suppliers.

**Our workforce.** As an employer of highly skilled and predominantly highly qualified talent, the risk of modern slavery within our business is considered low. We exclusively employ in the countries where we have establishments (EU and US) and do not use any workforce in other locations. Our HR and employment policies and practices are aimed at ensuring fair recruitment, equal opportunities, and a secure working environment for all employees. All candidates undergo the same selection process and are employed under the same terms.

## Certificates

In 2023 EVBox was officially recertified for ISO 9001, ISO 14001 & ISO 45001. Certificates were already issued under the certificate number FS 736079 (**ISO 9001**) EMS 736080 (**ISO 14001**) & OHS 736084 (**ISO 45001**). All certificates are available on EVBox's website: <https://evbox.com/en/resources/certifications>

The ISO recertification process involved continual improvement activities such as a review of our performance objectives and targets. It also evaluated how well our management system is performing compared to our objectives and scope of certification. The recertification process also involved review of the scope, which has been expanded in 2023 and now covers an additional EVBox location in Canéjan (FR). By doing so we assured relevance and applicability to our current operations, policy, and organizational needs.

## Information security

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At EVBox, information security is a critical concern and an area of continuous improvement. A central security team is responsible for implementing and maintaining the information security management system (ISMS). This team also provides guidance and support to all other relevant teams. EVBox has been ISO 27001 certified since 2022 by the British Standards Institute (BSI). The certification is publicly available on our [website](#).

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### AWARENESS TRAINING

EVBox takes a proactive approach to information security by fostering a culture of awareness and responsibility among its employees. This commitment is reflected in the company's comprehensive training program, which includes a mandatory security awareness session for all new hires. Additionally, regular phishing simulations are conducted to test employees' vigilance and provide them with opportunities to practice identifying and avoiding phishing attacks.

Upon detection of phishing attempts, employees are promptly notified and provided with additional training materials or refresher sessions, as needed. To further enhance security awareness and address specific departmental needs, targeted training programs are also offered to employees in areas such as data protection, access control, and password management.

Our proactive approach to information security training not only protects the company's sensitive data but also empowers employees to become active participants in safeguarding their organization's information assets.

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### INFORMATION SECURITY DUE DILIGENCE PROGRAM ON THIRD PARTIES

EVBox adheres to a structured vendor onboarding process to ensure the security of its data and systems. Any department within EVBox that wishes to work with a new vendor or renew an existing agreement must go through a central contract signing process. This process includes the classification of vendors with confidential information exchange, which triggers privacy and security reviews.

Information security reviews follow a structured risk-based process, ensuring that the level of scrutiny is proportionate to the level of risk posed by the vendor. This process involves evaluating the vendor's security posture, certifications, and any existing weaknesses. In addition, a security questionnaire is shared with the vendor to gather further details about their security practices.

All vendor contracts include confidentiality clauses as a standard. Where necessary, a security annex is added to the main agreement to enforce specific security requirements legally. This ensures that vendors are contractually bound to protect our data and systems in accordance with the company's security policies.

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## INFORMATION SECURITY RISK ASSESSMENTS

As part of the internal ISMS and ISO 27001 requirement, regular risk assessments are conducted at the organisational level covering all information assets. The process includes identifying the information assets, classifying their confidentiality, integrity and availability, identifying vulnerabilities in these assets and identifying existing threat factors that might harm these information assets. A comprehensive list of all applicable information security risks is derived from these inputs and evaluated with a best-practice risk calculation methodology.

Any risk that is higher than the management-approved risk appetite of EVBox is planned for treatment. Risk treatments are prioritized according to the calculated risk level. The results and updates are presented to the EVBox top management on a regular basis.

In addition, the internal control function within EVBox reports the information security risks along with other risks to ENGIE. Quarterly follow-up updates are sent to ENGIE for further tracking. Finally, the full process of risk assessment and management is audited within ISO27001 Internal and external auditing.

ISO27001 certification is granted under the condition of continual improvement to those processes which EVBox successfully maintains.

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## WHISTLEBLOWER PROCEDURE FOR STAKEHOLDERS TO REPORT INFORMATION SECURITY CONCERNS

EVBox is committed to fostering a culture of openness and transparency by providing a confidential and secure channel for employees to report concerns regarding ethics or misconduct. This whistleblowing process is managed centrally by the Legal team, which works closely with the Security team when necessary. Employees can report concerns anonymously or with their identities protected.

All reports are reviewed promptly and thoroughly by the Legal team, which may involve consultation with other relevant departments including the Security team. Reported concerns are then evaluated by the Security team and if necessary, an information security incident process is triggered.

For further information please refer to the Reporting & Whistleblowing section.

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## AUDITS OF CONTROL PROCEDURES TO PREVENT INFORMATION SECURITY BREACHES

At EVBox, all information security-related monitoring activities are run by the central Security team. The Security GRC team, which is a sub team under the central Security team, implements a Risk Control Framework covering all products, location, and activities against all the domains of ISMS. Within this framework, quarterly and yearly monitoring activities are performed to ensure EVBox standards within ISMS are at least on par with industry practices and these established standards are followed during day-to-day deliverables. The results of these monitoring activities are reported to the CIO, GRC Committee and EMT on a regular basis. This process of monitoring is then audited by independent audit parties within internal audit and external audit practices. The external audit is provided by BSI, a well-trusted authority on information security.

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## INCIDENT RESPONSE PROCEDURE (IRP) TO MANAGE BREACHES OF CONFIDENTIAL INFORMATION

EVBox is committed to safeguarding the confidentiality and integrity of our data and has established a comprehensive incident response process to address security incidents, particularly those involving confidential information. Our incident detection capability is centralized and managed by the Security Operations team, which continuously monitors our systems for potential security breaches. Additionally, we provide multiple channels for employees and vendors to report suspicious activities. Upon receiving any incident report, the Security team and relevant stakeholders conduct a thorough initial assessment. If the incident is deemed to be valid, we initiate notification to the appropriate parties, including product teams, technical teams, the communications team, legal counsel, and senior management. In the case of incidents involving personally identifiable information (PII), the privacy team is directly notified. Subsequently, we proceed through a structured incident response cycle, encompassing analysis, containment, correction, corrective actions, and post-mortem learning, as deemed necessary. Regular reports of security incidents, including their impact, are submitted to the GRC committee and ENGIE. If any customers or partners are affected by an incident, they are informed promptly as well.

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## RETENTION OF RECORDS

We are committed to ensuring the continuity of our critical services and the availability of confidential information. To achieve this, we have implemented a robust operational resilience framework that encompasses a comprehensive approach to asset classification, risk assessment, and incident response.



Our asset classification process categorizes information assets according to their criticality, considering factors such as the sensitivity of the data they contain, the potential impact of unauthorized access or disclosure, and the business functions they support. This categorization enables us to prioritize our efforts and focus our resources on protecting the most critical assets.

Assets deemed to be critical are incorporated into our operational resilience scope, which defines the set of assets that require specific attention and protection measures. These assets are subject to regular reevaluation to ensure their continued criticality and to adapt to changing business needs and security threats.

The availability of critical assets, whether they are databases, applications, or other systems, is paramount to maintaining business continuity. We implement a layered approach to availability protection, including redundancy, failover mechanisms, and proactive monitoring. Additionally, we conduct regular testing of our availability procedures to ensure their effectiveness in the event of an outage or disruption.

The retention period for confidential information is determined in accordance with applicable laws and regulations as well as our Data Retention Policy. This ensures that we comply with legal obligations and maintain only the necessary information for legitimate business purposes. Our retention policy also incorporates data destruction procedures to ensure the secure disposal of confidential information when it is no longer required.

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## MEASURES TO PROTECT THIRD-PARTY DATA FROM UNAUTHORIZED ACCESS OR DISCLOSURE

We treat confidential information, whether it originates from third parties or is produced internally, with the utmost importance. We employ a comprehensive approach to access control, incorporating a layered security perspective and a need-to-know basis access management model. Access to confidential information is governed by our corporate Access Control Policy, which adheres to industry best practices and utilizes leading IAM solutions.

Activities within our IAM solution, network, and any other critical asset platform are subject to continuous monitoring by our central Security Operations team. Our access management processes are subjected to rigorous scrutiny and regular review by various stakeholders, including the Security team, internal audit, external audit, and any relevant customers. This ensures that our access control measures remain effective and aligned with the highest standards of information security.

## Promoting change through advocacy

### LOBBYING

As a pioneer in the EV Charging Industry, EVBox is an active member of a wide array of industry organisations where the company puts significant efforts into shaping policy initiatives that help further the development of electric mobility.

Our 2023 efforts include:

### 02/23

We joined 30 global organizations in asking the European Commission to include a proposal for zero-emission corporate fleets in its Greening Corporate Fleets Initiative in 2023.

### 05/23

EVBox joined the #EUClimatePact. The European Climate Pact is a movement of people motivated to build a more sustainable Europe.

Launched by the European Commission #GreenDeal and is crucial in helping the EU to meet its goal to become climate-neutral by 2050.

As members, we pledge to continue innovating and engaging with the EV ecosystem and policy-makers to accelerate the adoption of e-mobility to enable a zero-emission future to meet its goal to become climate-neutral by 2050.

### 06/23

EVBox joined forces with other 40 leading companies to support the green NGO [Transport & Environment \(T&E\)](#) call urging the EU to set more ambitious [truck Co2eq standards](#).

### 07/23

EVBox signed the EU's Declaration on Equal Opportunities for Women and Men in the Transport Sector.

### 10/23

European decision-makers approved AFIR, the Alternative Fuels Infrastructure Regulation which we advocated for.

### 11/23

EVBox supported the EU's vision towards Zero Air Pollution by 2050.

EVBox signed the Global Memorandum for Zero Emission Medium and Heavy Duty Vehicles (ZE-MHDVs).

Curious to learn more about our lobbying activities, please visit EVBox's Transparency Register

REGISTER

EU transparency ID: 257525452920-70

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## THE CHANCERY LANE PROJECT

During 2023, EVBox worked with [The Chancery Lane Project \(TCLP\)](#).

The Chancery Lane Project is the largest global network of lawyers and business leaders using the power of climate contracting to deliver fast and fair decarbonisation. TCLP works with legal and sustainability professionals from around the world to:

- introduce climate contracting principles to their precedents and client agreements, addressing the climate impacts of transactions.
- ensure they deliver decarbonisation targets using supply chain, financing and other contracts.

TCLP resources include 100+ free, open access climate clauses that can be inserted into agreements and contract precedents immediately. These clauses offer contract solutions to common climate obligations, such as setting decarbonisation targets, measuring and reporting on emissions, cooperating to reduce environmental impact and allocating costs for environmental improvements. The clauses are collaboratively written, peer-reviewed and updated by a wide range of legal and environmental experts across the globe

During 2023, EVBox worked with TCLP in two areas:

- facilitating the launch of the Dutch Law Transposition Team to review and adapt TCLP climate clauses for the specific requirements of the Dutch market, recruiting in-house counsel and sustainability experts from other companies and reaching out to Dutch law firms to participate in the project.
- adapting TCLP's climate clauses to create the Net Zero Standards for EVBox Suppliers which will be published on our Supplier Resource Center and implemented as core standards under our [Code of Conduct for EVBox Supply Chain](#).

# Industry Commitment

## CHARGEUP EUROPE

In 2023, the CEO of EVBox, Remco Samuels, took on the role of President of ChargeUp Europe, the leading European industry association for EV charging infrastructure. One of his goals as president was to advance the alignment of regulations for charging infrastructure across the continent. Ultimately, the vision of ChargeUp Europe is for the creation and proper functioning of the European internal market for EV charging infrastructure and services. This year several significant pieces of policy were adopted.

As part of the package of legislation put forward by the European Commission in [Fit for 55](#), with the goal of reducing Europe's net greenhouse gas emissions by at least 55% by 2030, several important proposals were put forward with a direct bearing on the EV charging industry. The most notable were AFIR (Alternative Fuel Infrastructure Regulation) and the EPBD (Energy Performance of Building Directive). Both were heavily shaped and influenced by ChargeUp Europe of which EVBox is one of the three founding members. The outcome of both is extremely favourable to our industry and this fantastic achievement was welcomed by Remco Samuels along with the other members of [ChargeUp Europe](#).

### About ChargeUp Europe

Founded in 2020 by EVBox, Allego, and ChargePoint, the association works towards a swift and seamless rollout of EV charging infrastructure throughout Europe to support the EU's vision of zero emissions by 2050.

#### Members commit to:

- Pushing for an infrastructure roll-out that starts from customers' needs
- Making EV driving convenient across borders and so strive for an open market model supported by open standards and protocols
- Removing market barriers related to concessions, grids and data sharing

**ChargeUp Europe 2023 activities included:**

- Accelerating the electrification of Europe's Heavy-Duty Vehicle Fleet
- Action Plan to facilitate grids rollout
- Advocating for Renewable Energy Directive III (REDIII), allowing private charging to be part of a credit mechanism that allows them to use electricity from EV charging to meet their climate targets.
- Advocating for Alternative Fuel Infrastructure (AFIR)

**AFIR**

In 2023, European decision-makers approved AFIR, the Alternative Fuels Infrastructure Regulation. AFIR is expected to significantly improve EV driving: EV users will have access to easy-to-find, user-friendly charging stations **on every 60 km of their journey within the 27 EU countries. Furthermore, seamless payment** coupled with transparent and visible pricing will improve customer confidence and experience.

## REVOLUTION Podcast (by EVBox)

Over the better part of a decade, REVOLUTION has had many forms. Starting in 2017, REVOLUTION began as a physical event attended by thousands in Amsterdam. At the first rEVolution event, EVBox invited prominent international speakers to discuss the intersection of sustainability and new mobility. Over the next three years, REVOLUTION grew to become one of the Netherlands' premier electric mobility events.

During the pandemic, EVBox organized a REVOLUTION event digitally for the first time.

In 2022, we decided to continue with this concept, turning REVOLUTION into a monthly podcast recorded live in front of an audience. Electric mobility expert and past REVOLUTION Conference host Roger Atkins hosted the first REVOLUTION Live Podcast in January of 2022 and continued throughout 2023.

Every month, we spoke to industry experts about the current and future state of electric mobility and EV charging. The aim is to help professionals adopt EV charging in their business and provide guidance on how to navigate the inevitable shift towards electric mobility.

REVOLUTION was made available on all podcast streaming platforms, such as Spotify and Apple Podcasts. Last year alone, approximately 3000 people from all over the world listened to the podcast or joined live. Some highlights included:

Speaking to Lucie Mattera, Secretary General of ChargeUp Europe, and Peter Badik, co-founder and Managing Partner of GreenWay, about the need for simplifying the grid connection process for CPOs. Welcoming Cristina Bu, Secretary General of the Norwegian EV Association to learn from Norway's electrifying success.

Deep diving into strategies and solutions for successful fleet electrification with Peter Cohen, Director of Business Development at TeraWatt Infrastructure

Discussing how to balance demand and responsibility in the EV Landscape with Julia Poliscanova, Senior Director of Vehicles & E-mobility Supply Chains at Transport & Environment.

In addition to these great speakers, we also spoke to The World Business Council for Sustainable Development (WBCSD) and Fujitsu Research of Europe, Thina Margrethe Saltvedt from Nordea Bank, Green Caravan, Parkopedia, UTU Oy, and SAP Labs France.

You can find and listen to all our episodes here: [Revolution Podcast](#)

## Responsible sourcing & Supplier Code of Conduct

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We work towards continuous improvement of our responsible sourcing practices to ensure our suppliers meet high social, ethical, human rights and environmental standards.

Through transparency and engagement, we work to build trust across three phases: "require", "assess" and "improve".

- First, we provide suppliers clarity around our sustainability requirements (during the selection process)
- Second, we evaluate suppliers' sustainability performance through monitoring and audits.
- Third, to ensure continuous improvement, we engage with suppliers through audit follow-up.

Suppliers must comply with the requirements of the *Code of Conduct for EVBox Supply Chain* and EVBox CSR Clause which are included in supplier contracts.

## CODE OF CONDUCT FOR EVBOX SUPPLY CHAIN: 2023 GOAL

In 2023, we informed our strategic suppliers about our new Code of Conduct for the EVBox Supply Chain and their required compliance.

We believe it is important to behave in a socially and ethically responsible way, and we care about the people who work in all phases of our operation worldwide. The Code applies to our direct suppliers, as well as Tier 2 and Tier 3 suppliers.

Areas covered are:

- **Compliance with Laws & Regulations:** Suppliers must adhere to all relevant laws and regulations and maintain necessary licenses. Accurate reporting to governing authorities is required.
- **Trade Compliance:** Adherence to trade compliance laws and regulations of relevant jurisdictions is mandatory.
- **Health & Safety:**
  - Suppliers must provide a safe working environment.
  - Occupational health and safety management systems are encouraged.
  - Emergency response plans should be in place and regularly tested.
- **Human Rights and Labor:**
  - Equal opportunity and fair employment practices are emphasized.
  - Prohibition of forced labor, child labor, and human trafficking.
  - Respect for freedom of association and collective bargaining.
- **Fair Compensation and Working Hours:**
  - Fair wages and transparent compensation practices are required.
  - Working hours should comply with laws and industry standards.
- **Environment:**
  - Sustainable practices, hazard management, and reduction of resource consumption are encouraged.
  - Proactive measures for climate change mitigation and biodiversity protection are outlined.
  - Suppliers are encouraged to adopt environmental management systems.
- **Responsible Sourcing of Minerals:**
  - Compliance with laws regarding Conflict Minerals is mandatory.
  - Suppliers should ensure responsible sourcing and transparency in their supply chains.

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## CODE OF CONDUCT FOR EVBOX SUPPLY CHAIN: 2023 GOAL

- **Data Privacy and Security:**
  - Compliance with cybersecurity and data protection laws is required.
  - Measures for safeguarding data integrity and confidentiality are outlined.
- **Ethics:**
  - Honesty, transparency, and integrity are expected.
  - Professional conduct and avoidance of conflicts of interest are emphasized.
  - Anti-corruption measures and fair competition are outlined.
- **Whistleblowing:**
  - Reporting channels for concerns or misconduct are encouraged.
  - Protection of whistleblowers from retaliation is emphasized.
- **Due Diligence and Risk Management:**
  - Suppliers are required to establish a due diligence framework to identify and mitigate risks in their operations and supply chain.
  - In addition to the above general requirements, the Code of Conduct provides for more detailed Standards to be established. The first are the Net Zero Standards for EVBox Suppliers published in January 2024.

FOR GOVERNANCE FIGURES SEE ANNEX 1



# Annex 1

## EVBox's Sustainability performance metrics

As of 2023 each year, we will report on material indicators from across our business.

Below we present one-year performance trends on key metrics.

By doing so we provide an additional layer of transparency into our work and allow readers to follow our progress.

# A1

**Carbon Footprint Methodology Clarifications**

We used the Green House Gas (GHG) protocol and EVBox's financial control criteria to determine scope 1, 2, and 3 emissions. The carbon footprint information presented in this report is for the year ending December 31, 2022.

**Challenges and Limitations**

The social, environmental and governance information presented in this report is for the year ending December 31, 2023, except the carbon footprint data and WEEE data.

Over the next two years, we will complement this information with more targets and with our reporting framework as per the CSRD, including external assurance.

**Control and verification**

This document has been analysed by EVBox Legal. External verification assurance work will take place as of the 2025 report, as per the CSRD.

**Organization of the Reporting and Data Collection**

The published indicators have been produced based on processes for monitoring key performance indicators. Social data is taken from our centralized HR management system and covers 100% of the Group's workforce.

As for environmental, societal and governance data, a data monitoring process is carried out by our internal sustainability team with the assistance of managers from each respective department.

**KEY PERFORMANCE INDICATORS**

## FY23 Sustainability Performance Metrics

## Environment

METRICS	FY22	FY23	SOURCE/COMMENTS
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In 2023 EVBox calculated its carbon footprint for 2022 fiscal year.

**Carbon footprint emission category:**

Scope 1&2 (3A) - Direct own operations

Scope 3B - Other (Purchased goods, transportation etc.)

Scope 3C - Energy consumed by consumers

In order to determine our emissions per each scope we used financial control criteria.

In 2022 EVBox leases all of its buildings and the car fleet. As a result, it does not own any emission sources.

Therefore, emissions from scope 1 & 2 are covered under the scope 3A.

## Carbon footprint

Total carbon footprint (ton CO2e)	143.523	Q3 2024
Scope 3A- Direct own operations	1,676.66 (1%)	Q3 2024
Scope 3B- Other (Purchased goods, transportation etc.)	5,075.35 (4%)	Q3 2024
Scope 3C- Energy consumed by consumers	136,771.11 (95%)	Q3 2024

## Significant scope 3 GHG emissions protocol categories

Purchased goods and services	1,227.83 (0.9%)	Q3 2024
Upstream transportation and distribution	2,749.86 (1.9%)	Q3 2024
Waste generated in operations	297.42 (0.2%)	Q3 2024
Business travel	483.68 (0.3%)	Q3 2024
Employee commuting	105.22 (0.1%)	Q3 2024
Upstream leased assets	841.23 (0.6%)	Q3 2024
Downstream transportation and distribution	98.30 (0.1%)	Q3 2024
End of life treatment sold products	1,061.91 (0.7%)	Q3 2024
Use of sold products	136,771.11(95.3%)	Q3 2024

## Waste From Own operations Measured in kilograms (kg)

France - Bordeaux - Waste generated in operations - Copper wastes treatment	7,700.00	Q3 2024
France - Bordeaux - Waste generated in operations - Cardboards wastes treatment	20,000.00	Q3 2024
France - Bordeaux - Waste generated in operations - Iron wastes treatment	160,900.00	Q3 2024
France - Bordeaux - Waste generated in operations - Unsorted wastes treatment	25,100.00	Q3 2024
Netherlands - Amsterdam Go West - Waste generated in operations - PMD	1,152.00	Q3 2024
Netherlands - Amsterdam Go West - Waste generated in operations - Paper/Carton	4,893.00	Q3 2024
Netherlands - Amsterdam Go West - Waste generated in operations - Coffee cups	419.00	Q3 2024
Netherlands - Amsterdam Go West - Waste generated in operations - Residual waste	9,420.00	Q3 2024

## Responsible Electronics Disposition WEEE

Definitions:

**POM KG** Total amount of WEEE in KG **put on market** by EVBox that EVBox is obligated (thus reported) for in the country.

**Collected %** % of POM WEEE that was collected by the collective compliance organizations per year

**Collected KG** KG of POM EVBox WEEE that was collected by the collective compliance organizations per year

**Source** Source of the yearly reports on the collection % and KG published by the respective national authority or collection organization

Countries where EVBox has WEEE obligations and EVBox is registered as an obligated producer with a collective compliance organization and national authority:

Germany, Belgium, France, Sweden, The Netherlands, United Kingdom, Norway

Percentage of product collected	29%	Q3 2024
Weight of WEEE collected (in kg)	74.497,35	Q3 2024
Weight of EEE placed on the market (in kg)	260.604,08	Q3 2024

REACH Compliance (%)	85%	The percentage refers to AC/DC electrical/mechanical components for products EVBox Livo, EVBox Liviqo, EVBox Tronic High Power and Troniq Modular
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RoHS Compliance (%)	85%	The percentage refers to AC/DC electrical/mechanical components for products EVBox Livo, EVBox Liviqo, EVBox Tronic High Power and Troniq Modular
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## Support services First-time fix rates

AC Fix rate all Work Orders	88%
DC Fix rate all Work Orders	86%

## FY23 Sustainability Performance Metrics

## Social

METRICS	FY22	FY23	SOURCE/COMMENTS
<b>Employment</b>			
Number of employees (total)	704	723	
Number of employees EVBox Netherlands	467	465	
Number of employees EVBox France	141	148	
Number of employees EVBox US	37	47	
Number of employees EVBox Germany	29	33	
Number of employees EVBox UK	18	14	
Number of employees EVBox Norway	6	6	
Number of employees EVBox Denmark	4	6	
Number of employees EVBox Belgium	1	4	
Managerial staff in the workforce (%)	23%	21%	
Employees on permanent contracts (%)	84%	91,1%	

## Diversity, Equity &amp; Inclusion

EMT in Numbers	8	9	
Women in EMT	2	2	
Percentage of women employed in relation to the whole organization	30,97%	31,26%	
Nontechnical female representation	38,79%	36,71%	
Technical female representation	17,37%	20,88%	
People leader female representation	29,52%	29,87%	

## Employees health and safety

Lost time injury (LTI) frequency rate for direct workforce - (total number of lost time injury events) x 1,000,000 / total hours worked company wide	1.49 (target 2.4)	Result covers all locations
Lost time injury (LTI) severity rate for direct workforce - (number of days lost due to injuries) x 1,000 / total hours worked	0.07 (target 1.0)	Result covers all locations
Total number of work-related fatalities		0
Percentage of employees trained on health and safety issues during onboarding		100%
Percentage of employees trained on health and safety issues LAB		100%

## Prevention of discrimination and physical, psychological and verbal abuse in the workplace

The number of whistleblower cases of discrimination or harassment incidents	0	We have had internal ethics reports which were duly reviewed following the established process for inter-compliance report handling and investigation. None of these reports qualify as whistleblowing or harassment
Number of employees trained on discrimination or harassment issues	689 (96%)	Workplace violence and abusive conduct and workplace harassment training were part of the company-wide compliance training

## FY23 Sustainability Performance Metrics

## Governance

METRICS	FY22	FY23	SOURCE/COMMENTS
<b>Training/Engagement</b>			
Percentage or number of employees trained on Ethics and Compliance		689 (96%)	Part of the company-wide compliance training in 2023. 96% of employees have completed it.
Percentage or number of employees participated in Integrity Assessment Survey		581 (77%)	We launched an Integrity Assessment Survey at May 2023. The key focus was to assess knowledge about ethical principles and policies, tools available to navigate ethical dilemmas etc.
<b>Whistleblowing</b>			
Number of reported cases of business ethics related violations through internal or external whistleblower procedure		5	5 ethics reports received and handled. None of them qualify for a whistleblowing report under the applicable law.
Number of confirmed corruption incidents		0	
Number of lawsuits against the company on business ethics related violations		0	
<b>Child Labor</b>			
number of child labor incidents reported		0	
<b>Forced Labor</b>			
number of forced labor incidents reported		0	
<b>Information security</b>			
Percentage or number of employees trained to prevent information security breaches		63%	Initial security trainings are provided for all employees during the onboarding phase and adhoc information sessions are organized with voluntary participation. In addition, two rounds of phishing tests has been performed in 2023.
Number of confirmed information security incidents		0	No incidents were reported to the regulator. There has been 24 incidents according to the EVBox security incident definition in varying categories and impact rating. The scope is all EVBox entities and time frame is the whole 2023 year.
Information security due diligence program on third parties		124	There is a process in place by the security team to review and approve all vendors which handles confidential information. This process covers both new vendors and contract renewals / regular vendor reviews. This is true for all EVBox entities and the timeframe is 2023.
Number of audits on control procedures to prevent information security breaches		3 - 164	3 external audits (ISO27001 internal audit by an external party, ISO27001 external audit and EY audit) and 164 internally reviewed controls for all EVBox entities.

# Annex 2

## List of Abbreviations

Please see below the list of Abbreviations

A2

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AFIR	Alternative Fuel Infrastructure Regulation
BSI	British Standards Institution
CPO	Charge Point Operators
CSAT	Customer Satisfaction Score
CSRD	Corporate Sustainability Reporting Directive
EFRAG	European Financial Reporting Advisory Group
EoLT	End-of-Life Treatment
EPBD	Energy Performance of Building Directive
ERG	Employee Resource Group
ESRS	European Sustainability Reporting Standards
NPS	Net promoter score
OKR	Objectives and Key Results
SBTi	Science Based Targets initiative
WEEE	Waste Electrical and Electronic Equipment

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# Annex 3

## Useful resources

Please see below the list of useful resources

A3



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Code of Conduct for Responsible and Sustainable Supply Chain

[Click here](#)

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Ethics Charter

[Click here](#)

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EthicsPoint

[Click here](#)

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EVBox Sustainability website page

[Click here](#)

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EVBox Double Materiality Assessment (2022)

[Click here](#)

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Human Rights Referential

[Click here](#)

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ISO Certifications

[Click here](#)

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Net Zero Standards for EVBox Suppliers

[Click here](#)

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Practical Guide to Ethics

[Click here](#)

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# EVBOX

For the reporting of suspected violations of laws or the EVBox Code of Business Ethics, please email: [ethics@evbox.com](mailto:ethics@evbox.com)

To help us improve reporting and ensure transparency, we welcome your feedback and questions on our report and performance, please email: [sustainability@evbox.com](mailto:sustainability@evbox.com)

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