



# EV Charging Done Right

Fiscal Year 2022 Environmental,  
Social and Governance Report

# About This Report

This is the inaugural environmental, social and governance (ESG) report published by FLO<sup>1</sup>.

This report details our corporate initiatives and approach to ESG topics undertaken during the reporting period (April 1, 2021 – March 31, 2022), unless otherwise stated. Our intended audience for this report is our employees, customers, investors, stakeholders and the communities in which we operate. All currency is reported in Canadian dollars.

The operational energy use data in this report was quantified by Quinn+Partners. Other performance data have not been externally verified. As we progress on our ESG efforts, we will aim to verify our data. Further, we will strive to expand the scope of our reporting, in line with areas of importance to our key stakeholders and credible reporting standards.

Throughout this report, references to “we,” “our,” “us,” or similar terms refer to FLO.

We welcome questions or feedback on our report. Please contact us by email at [media@flo.com](mailto:media@flo.com).

For more information about ESG at FLO, please visit our [website](#).



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1. FLO's registered corporate name is AddÉnergie Technologies Inc. d/b/a FLO.

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I'd like to welcome you to FLO's first environmental, social and governance (ESG) report – a culmination of our team's hard work, collaboration and ambition. It details the progress we've made towards environmental sustainability, charging accessibility, employee wellbeing and strong governance practices.

At FLO, our mission is to overcome climate change by accelerating EV adoption. This means building a charging network to facilitate electrification. We're

well aware that the transportation sector is one of North America's largest contributors of greenhouse gas (GHG) emissions. We also understand the importance of electrifying transportation to reduce GHG emissions, which won't be possible without a robust electric vehicle (EV) charging network.

**Our progress highlights**

In 2022, we began formalizing our efforts and laying a strong foundation for ESG. For example, we:

- Started tracking the energy consumption of our headquarters in Québec City and our two assembly plants in Shawinigan, Québec
- Expanded our network of 60,000 chargers to provide approximately 7.6 million charging sessions
- Continued expanding the geographic accessibility of our network, while considering ways to integrate physical accessibility in the design of our chargers
- Installed North America's northernmost fast charger in Fairbanks, Alaska
- Supported the introduction of the "EV Charging Reliability Transparency Act" in California to highlight inequities in driver access to reliable charging stations
- Launched FLOexperience – our inaugural employee engagement program
- Began assigning ESG implementation and oversight responsibilities of senior staff and the Board of Directors.

Looking ahead, we are advancing our ESG activities and making progress, including:

- Conducting our inaugural GHG inventory
- Calculating the avoided emissions facilitated by our charging networks to measure the positive impact of our products in preventing GHG emissions from internal combustion engines
- Launching an Employee Green Committee to mobilize colleagues to get involved in developing ideas and initiatives to reduce FLO's environmental impact
- Launching our justice, equity, diversity and inclusion (JEDI) program
- Forming an ESG Steering Committee to support the implementation of our ESG initiatives and programs
- Planning for the electrification of our fleet

While we are early in our journey, we have begun to see how our employees, customers and stakeholders can benefit from our integration of ESG. I'm proud of what we've accomplished together this past year to set a strong foundation for ESG. We'll continue to advance our ESG performance both in and outside of the company, and make every day better than the one before. I look forward to sharing our progress in 2023.



**Louis Tremblay**  
President and Chief Executive Officer

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Our Mission

FLO is a leading manufacturer and network operator of EV charging solutions. Our mission is to flight climate change **by acceleration the adoption of electric vehicles by offering our customers the best charging experience possible.**

Our vision is to become a world-leading EV charging network operator by offering the most dependable charging experience from curbside to countryside.



We are guided by five core values:

Together we go big

We believe that collaboration leads to better outcomes. We always approach new opportunities to work with others with aspirations for big achievements.

Transparently bold

Our ambition is no secret. We are very open about our ideas and opinions. And we are very direct. We embrace transparency, telling it like it is while seeking to inform our decisions with objective data that give a clear picture of any situation.

Learning breeds innovation

We are in a new industry. Innovation is crucial now and will be for years to come. There is only one way to innovate and be a leader: experiment, test, challenge, fail and try again.

People are the change

Our employees are the source of change, innovation and success. We do our best to create an environment that welcomes, supports and empowers a diversified, talented workforce.

Sustainability for the long term

We embrace quality and sustainability in everything we do. We build durable and responsible solutions to meet our clients' needs of today and for many years to come.

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What We Offer

Founded in 2009 and headquartered in Québec City, FLO provides a comprehensive line-up of EV charging stations across North America. Our charging network offers a vertically integrated approach with hardware, software and service, providing a streamlined charging experience catered to the needs of drivers. We provide turnkey solutions for property managers, business owners, employers and municipal administrators who want to deliver EV charging services to their customers, tenants and employees.

Our comprehensive portfolio of EV charging solutions is designed to offer the most optimal charging experience to our users whether they are **at home, at work or on the go.**



**FLO Home™**  
(7.2kW)

Residential smart charger with mobile app connectivity

**CoRe+ & CoRe+MAX™**  
(7.2 & 19.2kW)

Residential smart charger with Ideal for workplace, mixed-use residential & fleets with up to 2.7x more power than a typical L2 charger

**SmartTWO™**  
(7.2kW)

Residential smart charger with Reliable and modular design optimized for easy installation & maintenance

**SmartTWO BSR™**  
(7.2kW)

Residential smart charger with Reliable and modular design optimized for easy installation & maintenance

**SmartDC™**  
(50 & 100kW)

All-in-one fast charging design that's easy to deploy and maintain

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FLO has been a pioneer in EV Charging since 2009.

2009	2010	2011	2012	2013	2014
<p>Founded in Québec City, Québec as AddENERGIE</p>	<p>Sold first charging station</p>	<p>Deployment of its first charging station in Québec</p>	<p>Deployment of the first 100 units in British Columbia</p>	<p>Named the official supplier of Electric Circuit</p>	<p>Opened assembly plant in Shawinigan, Québec</p>
2014	2015	2015	2016	2017	2018
<p>Sold/manufactured/installed first fast charging station</p>	<p>Installed first curbside charging station in Montréal, Québec</p>	<p>Installed <b>1,000th</b> charging station</p>	<p>Installed <b>5,000th</b> charging station and entered the residential market segment</p>	<p>Entered partnership with Green Mountain Power in Vermont</p>	<p>Sold/manufactured/installed <b>200th</b> fast charging station</p>
2018	2019	2020	2021	2021	2021
<p>Launched curbside project in Los Angeles, California</p>	<p>Launched BC Hydro Power Smart Network in British Columbia</p>	<p>Launched Electrada partnership in the mid-west United States</p>	<p>Launched New York City curbside project</p>	<p>Initiated partnership with General Motors Ultium</p>	<p>Installed <b>50,000th</b> charging station and <b>1,000th</b> fast charging station</p>

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# 336

employees working remotely and in person<sup>1</sup>

# 60,000+

charging locations in North America<sup>2</sup>

Headquarters in **Québec City**  
with 3 additional offices in **Montréal, British Columbia and California**

# 2

manufacturing plants in **Shawinigan**

### Our Network

We have established roaming agreements to expand our network and allow FLO members to access all stations on **Shell Recharge**, **Electric Circuit**, **eCharge Network**, **BC Hydro EV** and **ChargePoint**.



1. 1 Includes interns and temporary staff.

2. Through roaming agreements, FLO members can access all public stations on Shell Recharge, Electric Circuit, eCharge Network, BC Hydro EV and ChargePoint.





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Top 3

Network operator in North America

200,000+

Members

69/52

B2B/B2C Net Promoter Score<sup>3</sup>

Number 1

in Canada

92%

EV driver satisfaction

61,000+

Total North American public EV chargers available to FLO members<sup>1,4</sup>

1/2+ Million

Charging events made possible per month<sup>2</sup>

60,000+

Chargers sold (public/private)

98%

FLO North America network uptime<sup>5</sup>

**Source:** Company estimates and [energy.gov.data](https://www.energy.gov/data)

1. Public charger installed base. Excludes Tesla & non-networked chargers
2. 12/20 data and company estimates for non-connected chargers
3. As of 5/21, post signing of additional interoperability agreements
4. As of 7/20
5. Company methodology; trailing 12 months, with standard waiting-on customer exclusion

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# Environment



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## Our Approach

Energy is a critical input required to operate our business and manufacturing processes. Given our mission to fight climate change, we believe it is important to understand the environmental impact of our operations. We are committed to tracking and monitoring the energy performance of our corporate operations and manufacturing facilities to ensure efficient resource management. By developing a clear picture of our energy usage, we will be able to measure our GHG emissions and assess opportunities to reduce the GHG intensity of our operations.

## Actions

We track the amount of electricity we purchase across our corporate operations and manufacturing facilities, specifically for our headquarters in Québec City and our two assembly plants in Shawinigan. In FY 2022, we used approximately 1,215 equivalent megawatt-hours (eMWh) of energy. The energy intensity across all FLO's operations was 14.35 ekWh per square foot (sf). The energy use reported represents over 90% of FLO's operations by floor area. Energy data for our smaller offices and distribution centres was not available for this reporting year.

The location of our operations plays an important role in the amount of GHG emissions we generate. By locating the majority of our operations in Québec, we benefit from being connected to an electricity grid that has one of the lowest carbon intensities in North America. This is due to Québec's electricity grid being supplied predominately by hydroelectricity. This results in our operational GHG emissions being quite low. In FY 2022, 77% of our energy use was supplied by clean electricity

## Performance

Date	Headquarters QC (kWh)	Assembly Plant (kWh) MTG	Assembly Plant #2 RYL (kWh)	Gas (m <sup>3</sup> ) RYL	Gas (m <sup>3</sup> ) MTG
April-2021	56,400	12,240	--	--	--
May-2021	49,200	16,080	--	--	--
June-2021	52,800	15,120	--	--	--
July-2021	60,000	14,880	--	--	--
August-2021	64,800	15,360	--	--	--
September-2021	103,200	16,560	--	--	--
October-2021	50,400	16,800	--	--	--
November-2021	67,200	16,560	--	--	--
December-2021	92	12	8445	4214	1354
January-2022	106800	15	3810	6611	1978
February-2022	94800	16	3810	3999	2384
March-2022	79200	18	6299	4175	2741
<b>Total FY 2022</b>	<b>784,892</b>	<b>123,661</b>	<b>22,364</b>	<b>18,999</b>	<b>8,457</b>



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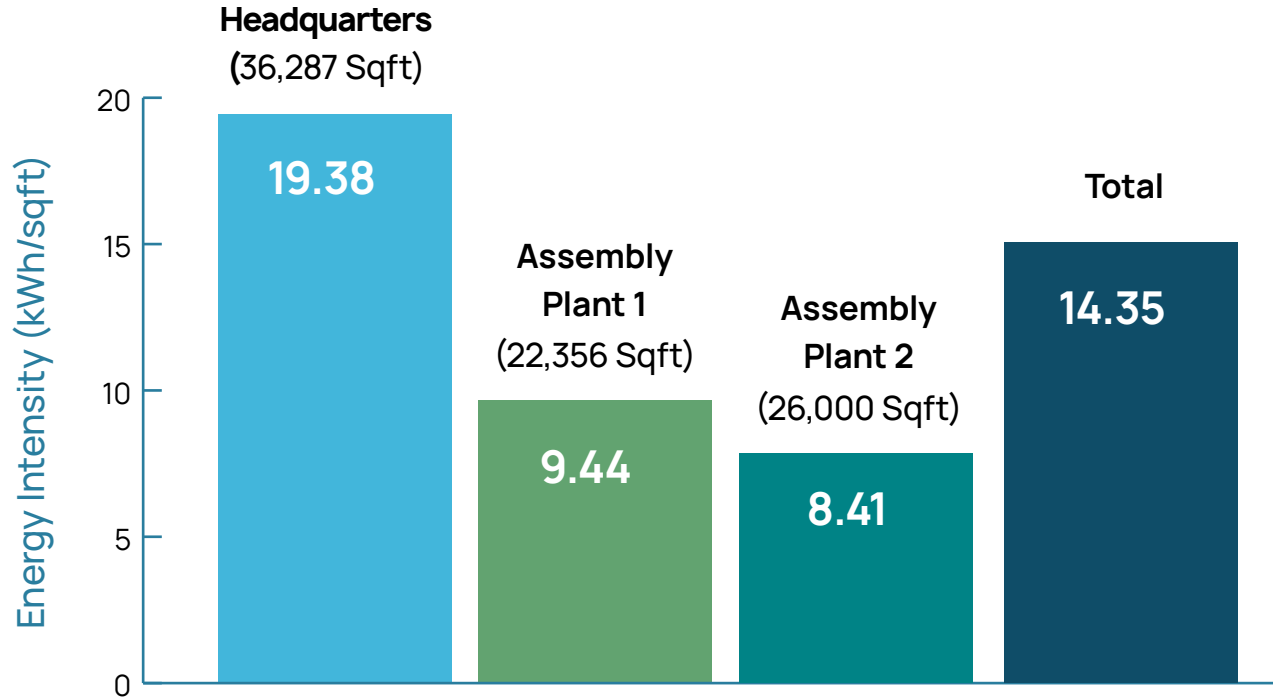
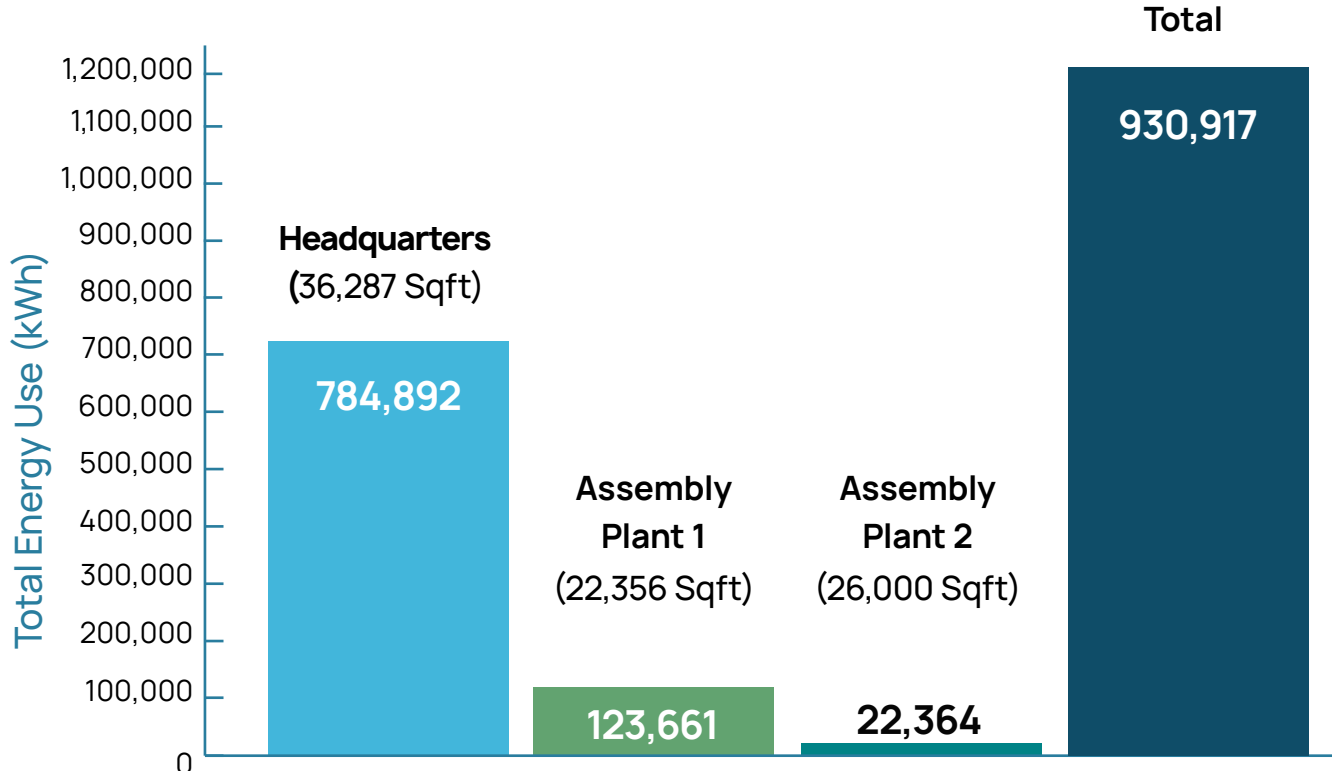
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### Forward-looking Plans

In FY 2023, we will continue to collect energy use data from all our corporate operations, manufacturing plants and distribution centres. We will use this data to inform our inaugural inventory of both our operational GHG emissions and the avoided emissions facilitated by our charging network. This will also encompass an assessment of our avoided GHG emissions, which will demonstrate the positive impact of our products in preventing GHG emissions from internal combustion engines. This will enable us to develop a baseline of our environmental and climate impact and continuously monitor energy usage and GHG emissions across our operations. We intend to review our operational energy performance regularly to assess opportunities to improve energy efficiency.



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## Our Approach

Every month, FLO enables more than half a million charging events, thanks to over **60,000** high-quality EV charging stations deployed at public, private and residential installations. We understand that the energy source of the electricity grid that supplies our chargers has a significant impact on the carbon intensity of our charging network.


We seek to evaluate the carbon intensity of our network and prioritize renewable or low-carbon energy sources where we have operational control over energy use.

## Actions

While we do not have visibility into the energy sources supplied to all chargers in our network, we do track the number of total charging sessions and the amount of energy transferred. In FY 2022, our network provided approximately 7.6 million charging sessions, amounting to over **100,000** megawatt-hours of energy transferred.

## Methodology

We have data for all our commercial charging stations because we connect all such chargers to our network automatically. Collecting data from residential (FLO Home™ G5 and X5) is more complicated because the decision to connect such chargers to our network belongs to owners, not FLO, meaning network connection is not automatic. Therefore, here is the methodology we use for FLO Home™ G5 and X5:




### G5

0.70 x cumulative number of G5 sold x % of active X5 charging stations in the reference month

**Where:**

- 0.70 represents the utilization rate of our sold charging stations that we believe is reasonable to use for calculation purposes
- The cumulative number of G5s sold represents the cumulative sum of G5s sold since 2010
- % of active X5 chargers in the reporting month means the X5 connected chargers that did +1 session in the month.



### X5

0.70 x cumulative number of X5s sold x % of X5 chargers active in the reporting month

**Where:**

- 0.70 represents the utilization rate of our sold chargers that we believe is reasonable to use for calculation purposes
- The cumulative number of X5s sold represents the cumulative sum of X5s sold since 2010
- % of active X5 chargers in the reference month means the connected X5 chargers that did +1 session in the month.

### Spotlight: EVs are still a cleaner alternative in areas with carbon intensive electricity grids

There is mounting pressure around the globe to reduce GHG emissions. To achieve the Paris Agreements goal of limiting global warming well below to 2°C, the transportation sector must reduce emissions by at least **80% by 2050**. Transportation decarbonization strategies often incentivize rapid adoption of EVs.

As much as EVs are highlighted as a solution to climate change, there is controversy in the industry over whether EVs outperform gasoline cars in electricity grids predominantly powered by fossil fuels. In 2021, a study published by the International Council on Clean Transportation put this controversy to rest. The study showed that EVs will produce less emissions than gasoline cars, even when operating in areas with carbon intensive electricity grids.

**Source:** A Global Comparison of the Life-Cycle Greenhouse Gas Emissions of Combustion Engine and Electric Passenger Cars, The International Council on Clean Transportation (2021)

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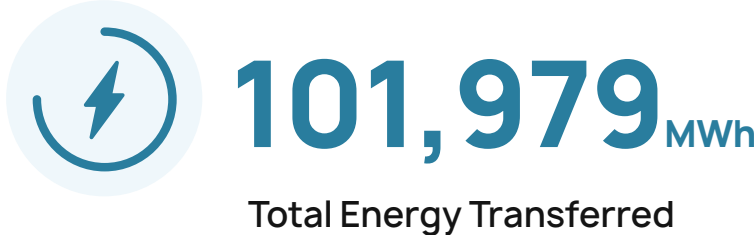
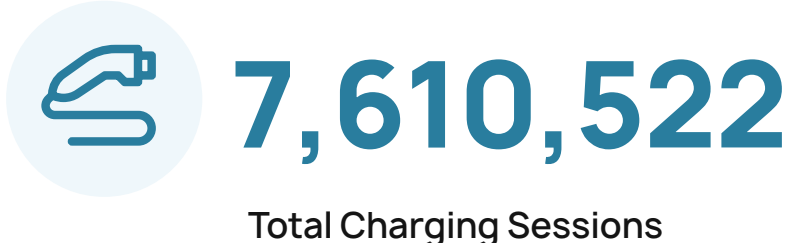
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### Performance



### Case Study



In 2017, FLO began working with the city of Kingston, Ontario to deploy a total of 48 EV charging stations. This project was a key part of the city's Climate Action Plan aimed at cutting GHG emissions by 30 per cent by 2030 and achieving carbon neutrality by 2040.

To reduce community GHG emissions and simultaneously foster EV adoption, the City deployed a mix of fast charging stations and Level 2 charging stations in city buildings, municipal parking lots and on curbsides.

This charging ecosystem, ideal for a city of Kingston's size, has helped spur EV adoption and position the municipality as a leader in the transition to a more sustainable mode of transportation. Since the deployment of its EV charging ecosystem, the City of Kingston has seen charging use equivalent to a 20,000-kilogram reduction in GHG emissions<sup>1</sup>. The analysis of the charging network data shows that in the last 12 months from March 2022 there was:

- Approximately **26** charging sessions per day (**9,520 total**)
- A **2%** average monthly growth in users
- An average session duration of 2 hours 36 minutes **91,529 total kWh** transferred

### Forward-looking Plans

In FY 2023, we will continue to track and estimate the number of charging sessions and the amount of energy transferred across our network. We will also continue to engage with our partners and utilities to advocate for electricity grid decarbonization.

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1. Avoided CO<sub>2</sub>e from gas consumption are estimates only based on sample NRCan kWh to gas and gas to CO<sub>2</sub>e conversions (2014; 2020), adjusted for provincial carbon intensity using National Inventory Report (2017) data.

**Our Approach**

We take pride in the performance of our products and prioritize energy efficiency in the design and development of all our EV charging solutions. This includes limiting energy losses by designing our products to operate efficiently, which provides cost and energy savings to our users while reducing the GHG emissions associated with our chargers.

**Actions**

**Our DC faster chargers and several of our Level 2 EV chargers are ENERGY STAR certified, including the FLO Home™ G5, FLO Home™ X5, and FLO CoRe+™ chargers.**

We also actively participate in the development of ENERGY STAR STANDARDS. The ENERGY STAR certification is the internationally recognized and trusted mark of high efficiency granted to efficient and environmentally friendly devices, helping consumers make informed decisions in lowering GHG emissions. To achieve the certification, our chargers have demonstrated that they use 40% less energy than a standard EV charger in standby mode. EV chargers go into standby mode when they are not connected to a vehicle or when they are connected to a vehicle but are not charging. The achievement of the ENERGY STAR certification and our participation in standards development demonstrate our commitment to providing an energy-efficient charging solution for our users.



**Forward-looking Plans**

We are committed to the continued design, development and delivery of energy-efficient products. In FY 2022, we will continue to build on the strong energy performance of our current line-up of Level 2 EV chargers and focus on the delivery of energy-efficient Level 3 chargers.



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### Our Approach

At FLO, we are committed to reducing the waste generated by our manufacturing and corporate operations. We believe effective waste management is necessary in improving the sustainability of our operations and limiting our impact on the environment. We are focused on improving our waste management by limiting the waste we generate and increasing the recycling rate within our manufacturing and corporate operations.

### Actions

At FLO, we recognize the importance of waste reduction and recycling. We strive to responsibly manage and reduce the waste we produce through our manufacturing and corporate operations. We have implemented a cloud-based, paperless approach at our corporate offices to limit the generation of paper waste. We are also taking steps to understand both upstream and downstream waste impacts when applying responsible waste management practices in our manufacturing operations.

### Forward-looking Plans

In FY 2023, we are planning to work with Économie Circulaire Mauricie to explore initiatives that would allow our waste to become raw materials for other businesses. We are also planning to work with Environnement Mauricie to conduct a factory audit at our manufacturing facilities. This will inform the development of a recovery strategy aimed at reducing waste generation and maximizing recycling and reuse.





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### Our Approach

We aspire to design chargers that are accessible to everyone. We understand that not all EV drivers have access to home chargers. To promote equitable access to our charging network and democratize EV charging, we are creating a geographically accessible charging network across North America.

We also aim to make our chargers physically accessible. Our CoRe+™ and CoRe+ MAX™ chargers are built in compliance with the Americans with Disabilities Act (ADA) Standards for Accessible Design, and we plan to obtain ADA compliance on additional chargers in our product line-up.



### Case Study

In 2021, we partnered with Golden Valley Electric Association (GVEA) to install two direct current fast chargers (DCFCs) in Fairbanks, Alaska. This installation was monumental for two reasons: these DCFCs are the northern-most public fast chargers in North America, as well as the first chargers installed by FLO in Alaska.

Two FLO SmartDC™ were also installed by Quilakwa Investments, a Splatsin First Nation-owned company, on Highway 97A near Enderby, British Columbia. The chargers were the first of their kind in the town and will serve both Splatsin First Nation as well as visitors to the area.

### Forward-looking Plans

We will continue to integrate equitable access in the geographic composition of our network by considering additional locations in which to install chargers. As new standards emerge for physical accessibility of charging stations, we also plan to integrate greater physical accessibility by considering ways of incorporating equitable design features into our chargers. In FY2023, we plan to achieve ADA compliance on our SmartTWO-BSR™ charger. We will also continue to perform market and user research by sampling not only current EV drivers but also people from other social backgrounds, race, and gender to help us design and provide better charging solutions and experiences.



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Our Approach

We design our chargers with the utmost reliability and customer safety in mind and ensure that our products comply with stringent health and safety regulations. We also monitor the regulatory landscape to ensure we adhere to standards, licenses and certifications necessary to manufacture and sell EV chargers in Canada and the United States.

Actions

0

Safety recalls

0

Fines for non-compliance with safety regulations



Designed for public locations, our SmartTWO-BSR™ charger contains a patented door-locking mechanism that protects the connector – the most important part of the charging station. The panel opens to allow connector access with user authentication and must be returned to end each charging session. This security feature brings additional durability to the unit.

Our SmartTWO-BSR™ chargers also have a built-in cable management system that retracts cables after use. This helps prevent cables from posing a tripping hazard by ensuring they are kept safely off the ground when not in use. We also provide an optional cable management system for our CoRe+™ charger and the 50kW model of our SmartDC™ charger.

Forward-looking Plans

We will continue to comply with health and safety regulations and monitor the regulatory landscape. We also plan to maintain our track record free of recalls and fines.

- All our products meet the applicable Canadian Standards Association (CSA) and/or Underwrites Laboratories (UL) standards for Canada and the USA.
- Our Home X5™, Home G5™, CoRe+™, Smart TWO™, Smart TWO-BSR™ and Smart DC™ products are certified by the CSA, a global leader in standards development, testing, inspection and certification.
- Our Smart DC™ charger and the CoRe+ Max™ charger are UL-certified.

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## Our Approach

We believe that upholding the health and safety of our employees is a fundamental social responsibility. This means codifying our health and safety procedures and abiding by stringent standards.

## Actions

Our Occupational Health and Safety Policy (OHS) aims to institutionalize a commitment to proactively preventing accidents, injuries and illnesses. The OHS outlines the responsibilities of our staff in maintaining a safe and healthy work environment.

During the COVID-19 pandemic, we closely followed applicable provincial and federal health guidance to protect our staff and customers. We implemented and regularly updated numerous Health and Safety Policies to uphold the safety of both employees and visitors. All staff eligible to work remotely were required to do so until capacity restrictions were lifted by health authorities.

We understand that employees can continue to perform and collaborate effectively while working from their preferred location, particularly when we provide them with the tools and resources needed to succeed. For this reason, we continue to implement a hybrid work arrangement for eligible employees. Our Telework Policy aims to provide employees flexibility, promote work-life balance and outline the terms of telework. To further facilitate remote work, we provide employees with a home office allowance upon hire for purchasing equipment such as monitors, an ergonomic chair, a desk or a printer.

We respect our employees' right to disconnect. Employees are not expected to be connected, work or respond to emails outside of their working hours. Those who wish to work evenings or weekends to balance personal obligations are also provided with the flexibility to do so.

They also benefit from the meeting-free Friday afternoons. This way, employees have a large block of time to do focused, heads-down work, without having to squeeze it into the small bits of time between meetings. It gives them the opportunity to step away from their packed calendar, knock out their most important action items and leave for the weekend without feeling under pressure and come back feeling rested and energized on Mondays.

A large part of our operations is comprised of manufacturing. We are committed to ensuring the health and safety of all employees at our manufacturing plants and aim to keep our incident rates as low as possible and maintain our rate of zero fatalities. In FY 2022, we carried out the following initiatives:

- Plant supervisors underwent training on accident investigation and analysis
- The Health and Safety Committee met daily and made meeting minutes accessible for employees to reference
- We conducted an ergonomic analysis of workstations to ensure that employees are working in a safe and comfortable work environment.
- No-Internal-Meeting on Friday afternoons.

<b>Total recordable incidents:</b>	<b>26</b>
<b>Recordable incidents without loss of time:</b>	<b>25</b>
<b>Fatality rate:</b>	<b>0</b>

## Forward-looking Plans

We will continue to maintain a safe and healthy work environment by facilitating flexible work arrangements for eligible employees, upholding the right to disconnect and regularly reviewing our policies, among additional initiatives we may implement. We will continue to follow our health and safety practices and policies to keep our total recordable incident rate below 30 and keep our fatality rate at 0.



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### Our Approach

We strive to create purposeful and fulfilling careers for our employees. In line with our corporate value that "People are the Change," we are continually working toward creating an environment that welcomes, supports and empowers our employees. To institutionalize this value, we created an employee engagement program known as **FLOexperience**.

We believe that by investing in the well-being and professional development of our staff, we create a productive workplace that is conducive to growth.



### Actions

We have categorized the various resources, initiatives and key moments of the FLOexperience program along **5 pillars**:

## Wellness

Initiatives, programs and resources to support employee wellness and encourage healthy lifestyles. This past year, we:

- Provided access to a telemedicine provider and the Employee and **Family Assistance Program (EFAP)**, which offers a variety of healthcare and wellness services including stress management and marital counselling
- Administered our inaugural employee engagement survey to gather data on job satisfaction, opportunities for improvement and overall feedback for FLO as a workplace
- Observed National Nutrition Month and World Mental Health Day
- Opened registration for workplace health challenges with Défi Entreprises

**In our General Policy:**

- Employees who cycle to the WE WORK Montreal office at least once a week for a minimum of 2 face-to-face days at the office will be granted the opportunity to claim reimbursement for access to bike lockers and showers for a maximum of \$200 per year.
- Our reimbursement rate for car mileage encourages employees to use electric car or hybrid by providing a high rate:

	Electric/hybrid	Non-electric	
Per-Kilometre allowance	All travel	Travel between Company locations	Travel to non-Company locations
Rate (CAD)	\$0.50 CAD	\$0.40 CAD	\$0.40 CAD
Rate (USD)	\$0.50 USD	\$0.40 USD	\$0.40 USD

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### Professional development

Social events that enable employees to connect both within and outside of a work setting. This past year, we:

- Continued to offer English and French classes, Microsoft Office courses and ad hoc training specific to each employee
- Provided mental health training to 55 managers so that they are able to support their employees in difficult situations
- Trained **12 Managers** on Leadership skills (Ascension Program)

### Inclusion and diversity

Training to develop skills and knowledge for upholding and promoting inclusion and diversity. This past year, we Provided workplace civility training to **80 employees**

### Social and environment

Initiatives within FLO and local communities to engage employees in social and environmental causes.

This past year, we volunteered with Groupe TAQ that promotes the socio-professional integration of people with functional limitations. **(See Volunteering Section)**

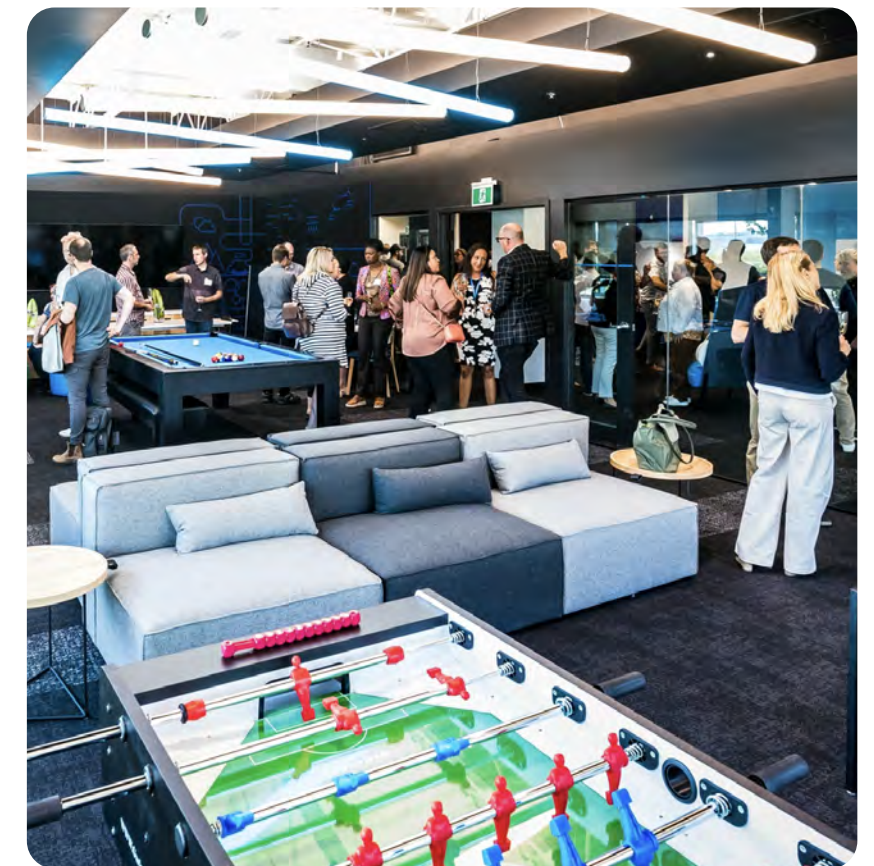
### Fun

Social events that enable employees to connect both within and outside of a work setting. This past year, we:

- Hosted regular happy hours
- Continued to host our annual holiday party for employees in Canada and the United States, as well as our ugly holiday sweater day

Additionally, we held weekly virtual company-wide informal meetings with our CEO, Louis Tremblay, to provide a forum to share accomplishments, news and victories big or small. We hosted this meeting at least twice a year in-person at our Shawinigan plant, where Louis exchanged with employees in small discussion groups.

This program was developed initially to help support employee engagement and information sharing during the pandemic, but has become a very popular and central aspect of FLO's culture, especially as hybrid work has become the preferred approach for many employees.



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### Case Study

We believe that mental health, well-being and productivity go hand in hand. In October 2021, we observed World Mental Health month by providing the following activities:

**Conference on teenage anxiety:**

This webinar, hosted by Entraide Parents, provided an overview of teenage anxiety behaviours and disorders, with the aim to better equip parents to understand and address their children’s mental health needs.

**Book club:**

Over the course of six weeks, 24 employees participated in a book club. The program culminated in a group-wide virtual discussion on a book related to mental health

### Forward-looking Plans

We plan to continue to build on and improve the FLOexperience program. Our employee engagement survey was launched in March 2022. We will analyze the results of the survey and use the data to inform the development of our programs and initiatives for FY 2023.

We also plan to create an Employee Green Committee, whose mandate will be to develop ideas to reduce FLO’s environmental impact and to identify ways of mobilizing colleagues to participate in environmental programs.

During FY 2022, we opened registration for a 2022 workplace health challenge. The objective of the challenge is to mobilize together to take care of our physical and mental health by setting an accessible goal. The challenge will be carried out as a team over the course of 3 months in FY 2023. Each participant will be challenged to accumulate as many minutes of physical activity as they can. Participants will also have access to workout programs, videos and health guidance.



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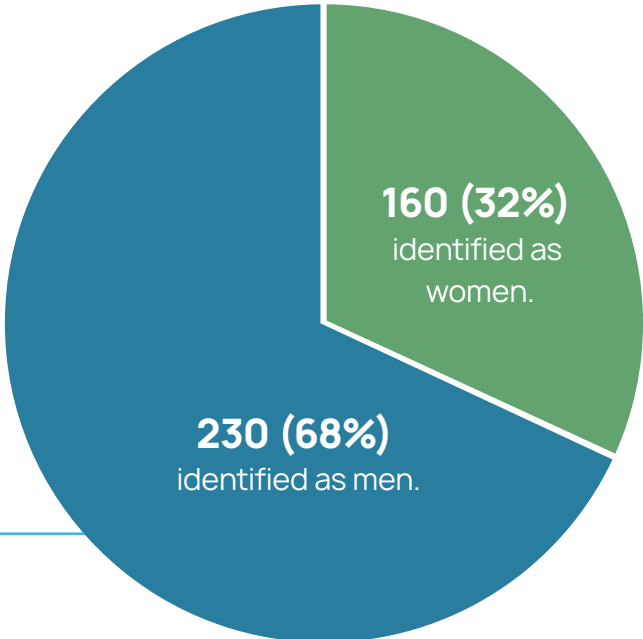


### Our Approach

We are committed to creating an inclusive workplace that fosters and embraces diverse perspectives, opinions and experiences and encourages employees to bring their whole selves to work.

### Actions

Of our **336 employees** (including interns and temporary staff), **106 (32%)** identified as women and **230 (68%)** identified as men.



### Forward-looking Plans

We plan to develop and launch a JEDI initiative in FY 2023 which will encompass training sessions and an audit of FLO's practices and employee composition. We will also administer a diversity, equity and inclusion (DEI) survey to gather more comprehensive employee demographic data as well as feedback on FLO culture and inclusivity.



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### Our Approach

We believe we have a responsibility to invest in and give back to the communities in which we operate. We are proud to have created nearly 300 jobs that contribute to the decarbonization of the transportation sector – both in Canada and the United States. In addition to this, we are seeking ways to engage in our local community.

### Case Study

In December 2021, we volunteered with Groupe TAQ – a non-profit that partners with businesses to provide employment opportunities to people with functional limitations and/or disabilities.

**30 FLO employees** joined Groupe TAQ for a half a day to assemble snowshoes. The snowshoes were sold to retail stores and the profits were re-invested into the organization.

**Approximately 120 hours were collectively dedicated to this initiative.**





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### Our Approach

Our mission is to fight climate change and accelerate EV adoption. mission is to push for a regulatory landscape conducive to the widespread, equitable adoption of EVs. In order to do so, we engage with policymakers in both Canada and the United States to share our advice and experience and support impactful policy development.

### Forward-looking Plans

We will continue to monitor the Canadian and US policy environments to identify opportunities for advocacy and engagement with policymakers and like-minded organizations in support of impactful, equitable policies that advance transportation electrification in North America.

### Case Study

In February 2022, we supported the introduction of a new bill to require disclosure of reliability data for all publicly funded EV charging stations in California. We partnered with Assembly Majority Leader Eloise Reyes (D – San Bernadino), Assembly Budget Committee Chair Phil Ting (D -- San Francisco) and ChargerHelp!, a charging station maintenance and analytics company.

The bill, the **"EV Charging Reliability Transparency Act,"** aims to help policymakers and the public understand the performance of California's investments in EV infrastructure. The bill also intends to help highlight where there might exist inequities in driver access to reliable stations.



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## Our Approach

FLO is led by the President and CEO and overseen by the Board of Directors. Our Board consists of members with diverse experiences in fast-growing tech companies and green industries and is equipped with a deep understanding of US markets. As we advance on our ESG and JEDI initiatives, we intend to integrate diversity considerations and ESG competencies into the composition of our Board.

We believe that effective ESG governance goes hand in hand with successful ESG integration. As we advance on our ESG journey, we will ensure that our programs and initiatives are informed by a robust oversight process.

– Tom Werner, Chair of the Board

## Forward-looking Plans

We will continue to monitor the Canadian and US policy environments to identify opportunities for advocacy and engagement with policymakers and like-minded organizations in support of impactful, equitable policies that advance transportation electrification in North America.

## Actions

Board composition as of March 31, 2022:

- 2/8 of the Board are women
- 6/8 of the Board are independent



**Tom Werner**

Business advisor & Former CEO, SunPower



**Louis Tremblay**

President & CEO, FLO



**Renée Bergeron**

Senior Vice President & General Manager of AppSmart



**Richard Cherney**

Senior Partner, Davies Ward Phillips & Vineberg LLP



**Norman Hébert**

President & CEO, Groupe Park Avenue



**Hans Kobler**

Founder & Managing Partner, Energy Impact Partners (EIP)



**Pierre Nelis**

Chief Operating Officer, Inno-Centre



**Dany St-Pierre**

President, Cleantech Expansion



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### Our Approach

We understand that successful ESG integration relies on robust ESG governance, and we plan to set clear objectives and accountability procedures for our ESG programs and initiatives. As we progress in the integration of ESG practices within our business, we will implement the necessary practices and committees to ensure we are governed by a robust oversight process.

### Actions

Accountability and implementation for our ESG activities currently lies with our Executive Leadership Team, while oversight of FLO's ESG activities lies with the Board.

### Forward-looking Plans

While the Board will continue to maintain oversight over FLO's ESG activities, we plan to delegate accountability responsibilities to select members of our Executive Leadership Team. These members will oversee FLO's ESG activities and report regularly to the Board. We will also designate a senior staff person as the ESG implementation lead. This individual will act as a liaison between the accountable senior executives and the ESG Steering Committee, which we plan to establish in order to expand our ESG governance structure.



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**Our Approach**

We are committed to upholding a high ethical standard within and outside of the workplace because we know that business ethics plays an important role in the success of a company and have an impact on how well a business performs in the long term.. We do so by championing honesty, professional responsibility and compliance with FLO's standards.

**Actions**

We have built a culture of integrity, trust and respect among our Board, Executive Leadership Team and employees. Our Code of Conduct is signed annually by all staff. As such, all FLO employees are expected to uphold our ethical standards and company values, and to report any infractions to management. As a next step, we will be codifying our ethical practices into a company-wide policy.

**Forward-looking Plans**

FY 2023, we will draft and adopt a Code of Ethics that will codify our ethical values and outline the standards of behaviour expected from all FLO directors, officers and employees. The objective of the Code of Conduct will be to serve as a guide for professional conduct both in and outside of the workplace. We also plan to adopt a Whistleblower Policy to outline the process of upholding the integrity of our financial reporting.

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### Our Approach

Due to the digital elements incorporated in advanced smart (networked) EV charging, our priority is to protect the data of FLO customers, employees and stakeholders while continuing to push the development of smart charging technology and services. We diligently maintain the integrity of our cybersecurity and data privacy systems through our information security management system, and plan to codify our practices into various policies in FY 2023.

### Actions

Responsibility for FLO's information security lies primarily with our security team, which oversees all aspects of our information security management system (ISMS) based on an ISO 27001 approach.. Our ISMS identifies any risks, vulnerabilities and gaps in our information systems and engages in supply chain management, threat protection and incident management, as needed.

### Forward-looking Plans

In FY 2023, we will codify our data privacy and information security practices into the following:

An Information Security Policy to define the design, implementation and management of FLO's Information Security Program. The policy will also outline the roles and responsibilities of staff in protecting the integrity and confidentiality of FLO resources and data.



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