



ESG Report 2023





About This Report

This annual report details FLO's¹ corporate initiatives and approach to environmental, social and governance (ESG) topics undertaken during the reporting period (April 1, 2022 – March 31, 2023), or fiscal year 2023 (FY 2023), 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 and greenhouse gas emission data in this report was quantified with the help of Quinn+Partners. Other performance data have not been externally verified. As we progress on our ESG efforts, we will aim to verify more of our data externally. Further, we will strive to expand the scope of our reporting, in line with areas of importance to our key stakeholders and credible industry reporting standards.

The content of this report has been informed by the Sustainability Accounting Standards Board (SASB) Industrial Machinery & Goods and Electrical & Electronic Equipment Standards. Please see the [Appendix](#) for detailed information.

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.

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

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



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I am proud to present FLO's second environmental, social and governance (ESG) report, which details the progress we are making towards climate leadership, charging accessibility, employee wellbeing and strong governance practices.

At FLO, our mission is to help overcome climate change and accelerate the adoption of electric vehicles by offering the best EV charging experience. This means building products to facilitate electrification. We are 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 FY 2023, we made the following progress:

- Conducted our first company wide GHG emissions inventory
- Expanded our network to 90,000 chargers and provided approximately 11 million charging sessions
- Secured a \$220 million commitment from the Canada Infrastructure Bank to bring more than 2,000 public fast charging ports online across Canada by 2027
- Assessed our exposure to climate-related risks and opportunities
- Earned a Responsible Recycling (R2) certification for our Shawinigan assembly plant
- Continued expanding our products that are compliant with accessible design standards
- Expanded our FLOexperience employee engagement program
- Began assigning ESG implementation and oversight responsibilities to senior staff and the Board of Directors

Looking ahead, we are working to advance our ESG initiatives and programs which include:

- Exploring how to improve our GHG emissions performance
- Formalizing our ESG approach into a multi-year strategy
- Integrating our justice, equity, diversity, and inclusion (JEDI) efforts across the company
- Leveraging the ESG steering committee to support the implementation of our ESG initiatives and programs.

I would like to thank our employees, partners, and customers – all of whom play an important role in continuing to advance our ESG practices. I'm proud of what we've accomplished together this past year and our commitment to continue advancing our ESG performance both in and outside of the company. With this work, we continue to make every day better than the one before. We invite you to join in our journey, and we look forward to sharing our progress again in 2024.

Louis Tremblay
President and Chief Executive Officer

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Our Mission

FLO is a leading provider and network operator of EV charging solutions. Our mission is to help overcome climate change and accelerate the adoption of electric vehicles by offering the best EV charging experience.

We are committed to EV charging done right.

We are guided by six core values:

C Collaborative	H Humble	A Adventurous	R Responsible	G Genuinely Caring	E Excellence Driven
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We are ALL united to face the climate change challenge

As no single person can solve climate change, we act as one with our teams, clients, partners, and our stakeholders to offer the best charging experience and accelerate EV adoption even if it means partnering with our competitors.

We know we can do more as a team and therefore we build engaged teams in pursuit of our mission through mutual trust, strong relationships, and inclusive behaviours.

We rise by lifting others up

We recognize the need to constantly learn and adapt to situations as our industry is new, complex and changing fast. We are no-ego partners that openly seek and share feedback as well as support each other.

We win and lose as a team. We agree to disagree, discuss issues openly and respectfully. We rally together on the same goal, supporting each other, building confidence and reward the team contribution.

We experiment, learn and adapt quickly

Fighting climate change by accelerating EV adoption encourages us to push boundaries and explore innovative approaches.

Driven by the thirst to find solutions to existing problems and adjust to new emerging situations, we constantly identify areas for improvement, find new or better ways to do things, change ourselves, experiment with iterations in order to learn fast and try again.

We dare to be a change driver

Sustainable development is not a destination but a direction that inspires greater good.

Each day, we are committed to act and make decisions with a positive long-term perspective in mind and bring us closer to our main objective. Our collective success relies on our ability to accompany and inspire our clients, partners and customers to change and transition towards electrical vehicle adoption.

As a result we are all accountable and empowered to get things done and conduct changes smoothly and regularly. We lead the way and accept it can be uncomfortable and requires resiliency.

We look out for the planet as we look out for each other

We want to create a better world and are committed to ensuring that our daily actions bear witness to this.

We serve with purpose, we serve with care. Our solutions are relevant, reliable and safe for the planet and people.

We demonstrate integrity, respect and ethics in the way we conduct business.

We strive to create a stimulating, fun and psychologically safe environment that allow people to thrive and be the best version of themselves.

We create remarkable experiences

Evolving from good to excellent...that is what we are inspired by. We strive to create a mindset and culture of inward and outward operational excellence.

It's with devotion we aim at providing the best experience for our customers, partners, and teams.

We care to build and to deploy seamless and high-quality products and services in order to make EV adoption as simple and enjoyable as possible.

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What We Offer

Founded in 2009 and headquartered in Quebec City, FLO provides a comprehensive line-up of EV charging stations across North America. Our chargers offer vertically integrated 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 best 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)
Ideal for workplace mixed-use residential and fleets with up to 2.7x more power than a typical L2 charge

SmartTWO™
(7.2kW)
Reliable and modular design optimized for easy installation and maintenance

SmartTWO BSR™
(7.2kW)
Heavy duty charger ideal for urban deployment

SmartDC™
(50 et 100kW)
All-in-one fast charging design that's easy to deploy and maintain

FLO Ultra™
(320kW)
The ultimate fast charging experience for every EV driver

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FLO has been a pioneer in EV Charging since 2009.

2009	2011	2012	2014	2015	2015
<p>Founded in Quebec City, Quebec as AddÉnergie</p>	<p>Sold first charging station</p>	<p>Named the official supplier of Electric Circuit</p>	<p>Opened assembly plant in Shawinigan, Quebec and sold first fast charging station</p>	<p>Installed first curbside charging station in Montréal, Quebec</p>	<p>Installed 1,000th charging station</p>
2016	2017	2018	2018	2019	2020
<p>Installed 5,000th charging station</p>	<p>Entered partnership with Green Mountain Power in Vermont</p>	<p>Sold 200th fast charging station</p>	<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>
2020	2021	2021	2022	2022	2023
<p>Launched New York City curbside project</p>	<p>Entered partnership with General Motors Ultium</p>	<p>Installed 50,000th charging station and 1,000th fast charging station</p>	<p>Installed 80,000th charging station</p>	<p>Opening of a second assembly plant in Shawinigan and a new plant in Auburn Hills</p>	<p>Introduced FLO Ultra™ fast charging station and released first ESG report</p>

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Feature

In October 2022, FLO cut the ribbon on our first-ever U.S. facility, a major step in our expansion into the U.S. market. Located in Auburn Hills, Michigan, the facility will help FLO bring more than 250,000 EV chargers to American drivers and create 730 direct, indirect, and induced jobs by 2028, including 133 jobs in 2023. The facility will contribute to Michigan’s economic development and is projected to generate \$134 million in revenue from sales of electric vehicle chargers and \$76 million in gross state product by 2028. Additionally, it is estimated \$51.7 million in labour income will be generated for Michigan workers who benefit from the construction and operations of the facility.



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550
employees working remotely and in person¹

+71,000
public charging locations in North America²

90,000+
public and/or private chargers sold

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

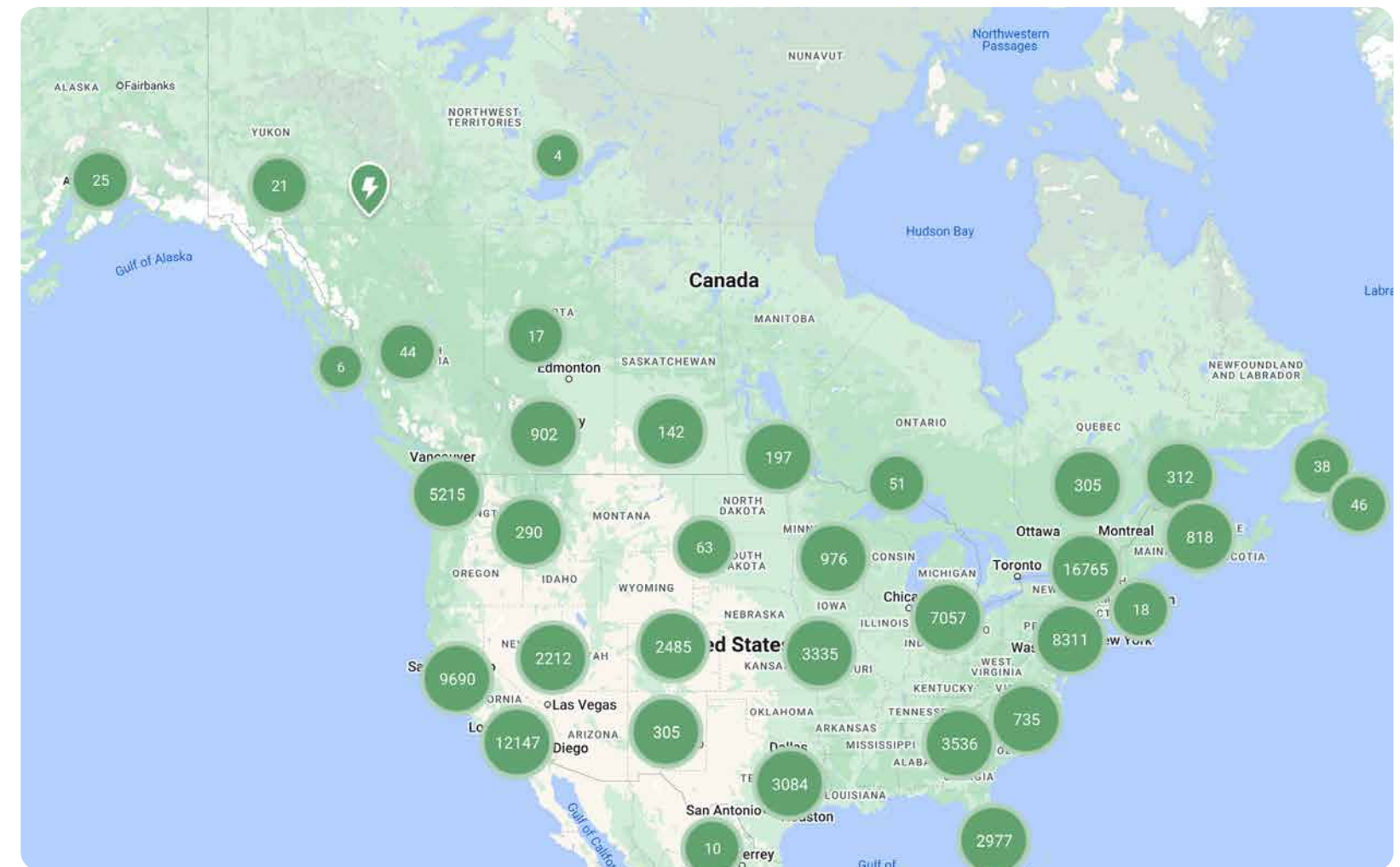
3 assembly plants. Two in **Shawinigan** and one in **Auburn Hills**

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**.



Figure 1: Charging stations available to FLO members through FLO network and roaming agreements



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 networks



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Developed
ESG Policy

Launched
Women@FLO

Published inaugural
ESG Report

Conducted
JEDI Survey

Finalized
JEDI Policy

Implemented mandatory
JEDI Trainings



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Introduction

At FLO, our mission is to help overcome climate change and accelerate electric vehicle (EV) adoption by offering the best EV charging experience. We understand the critical importance of widespread, accessible EV charging infrastructure in the movement to electrify the transportation sector and move towards a low-carbon economy.

As one of the largest North American EV charging networks, we recognize the importance of advancing our environmental, social and governance (ESG) journey. To do so, we aim to manage ESG effectively within our company by embedding environmental stewardship, accessibility and sound governance practices in our business activities and charging networks. We understand that engaging in responsible business management practices are necessary to ensure FLO's long-term sustainability and growth. We firmly believe that upholding robust ESG practices will create long-term value for our customers, employees, and the communities in which we operate.

Vision

We aim to accelerate the adoption of EVs as a critical step to decarbonizing the transportation sector and reaching a net-zero economy by 2050. This means expanding our network, while simultaneously reducing the environmental impact of our operations.

In doing so, we aspire to be the industry leader in smart EV charging solutions by providing the best, most inclusive charging experience – both in terms of the size of our network and the physical infrastructure of our charging stations. We believe that when we design with accessibility and user-friendliness in mind, we design better for everyone and make each day better than the one before for EV drivers, our customers, employees and the communities in which we operate.



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ESG Commitments

We strive to integrate ESG into our operations to ensure we are driving positive change every day. To do so, we have put forth the following ESG commitments:

Environmental

- **Operational GHG Emissions** – reduce the intensity of greenhouse gas (GHG) emissions across our operations
- **Network GHG Emissions** – evaluate the carbon intensity of our network and prioritize renewable or low-carbon energy sources where we have control over energy use
- **Product Lifecycle** – responsibly manage product lifecycle by designing reliable, lasting and robust products to limit product decommissioning/disposal, reduce resource consumption and enable re-use and recycling
- **Waste Management** – reduce waste generation and increase recycling within our assembly and corporate operations

Social

- **Customer Health and Safety** – protect our customers by designing reliable products with safety features that satisfy the most stringent health and safety requirements
- **Employee Health and Safety** – maintain a work environment that prioritizes the health and safety of all employees and contractors
- **Justice, Equity, Diversity and Inclusion (JEDI)** – create an inclusive workplace culture that fosters and embraces diverse perspectives, opinions and experiences, and encourages employees to bring their whole selves to work
- **Accessibility** – design our products with accessibility at the forefront by removing barriers and accommodating groups traditionally excluded to deliver the best charging experience to all our users
- **Advocacy** – engage with policymakers to develop policies and programs that accelerate the electrification of the transportation sector and advocate for electricity grid decarbonization

Governance

- **Board Composition and Competencies** – foster a diverse Board consistent with JEDI principles and strong ESG competencies
- **ESG Oversight and Accountability** – set clear objectives and accountability for ESG across our corporate operations; regularly monitor ESG performance and progress towards ESG goals
- **Business Ethics** – maintain high ethical standards within and outside of the workplace by championing honesty, professional responsibility and compliance with FLO's standards
- **Data Privacy and Cybersecurity** – maintain secure systems to protect the data of our employees, customers and other stakeholders from cyber threats
- **Procurement** – assess and monitor the ESG performance of our vendors, prioritize vendors that are minority-owned, diverse and local to our operations, where appropriate; source materials with prioritization given to locally-sourced and recycled materials



An aerial photograph of a white car driving on a paved road that curves through a dense, green forest. The scene is captured from a high angle, showing the car's position on the road and the surrounding trees. The image is overlaid with a dark blue background on the right side, featuring several light blue, curved, wavy lines that sweep across the bottom and right edges. The word "Environment" is written in a large, white, sans-serif font on the left side of the image.

Environment

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Our Approach

Energy is a critical input required to operate our business and assembly processes. Given our mission to help overcome 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 assembly plants to ensure efficient resource management. By developing a clear picture of our energy usage, we will be able to manage our greenhouse gas (GHG) emissions and assess opportunities to reduce the GHG intensity of our operations.

Actions

In FY 2023, we conducted our inaugural GHG inventory, which includes scope 1, or direct emissions from our operations, and scope 2, or indirect emissions from purchasing electricity. Our head office, assembly plants and the majority of our warehouses and distribution centres have also been included in the inventory.

We emitted 208 tonnes of CO₂ (tonnes of carbon dioxide equivalent) in FY 2023. The main source (about 80%) of our emissions are from electricity consumption at our Michigan office and assembly plant which are connected to a carbon-intensive electricity grid. The majority of our operations in Canada are located in provinces with low-carbon energy, including Quebec, British Columbia and Ontario. The remaining 20% of our emissions are attributed to natural gas consumption in our facilities and fuel consumption from our vehicle fleet.

Performance

Note: The energy consumption above represents 100% of our FY 2023 charger production

Figure 2.1 – Energy Consumption

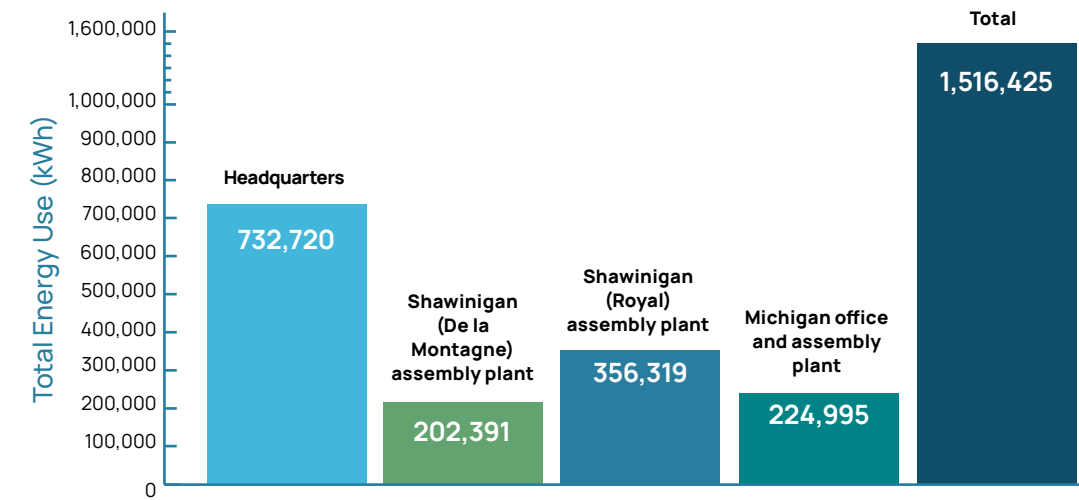
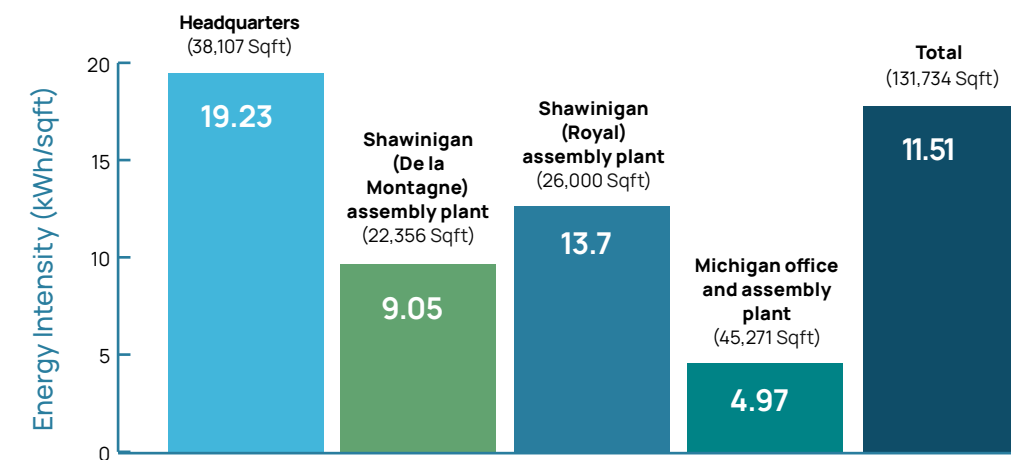


Figure 2.2 - Energy Consumption



Total GHG emissions (tCO₂e)

Scope 1: 50.92 **Scope 2:** 157.37 **Total:** 208.29

Forward-looking Plans

We will continue to collect energy use data from all our corporate operations, assembly plants and distribution centres. We plan to expand our data coverage to ensure a more fulsome inventory in future years and to reduce the need for estimation where data is missing. We plan to use our inventory results to assess opportunities to reduce our emissions and improve energy efficiency, where possible. We will also introduce stronger oversight of our utility data and begin implementing efficient data managing processes to facilitate eventual scope 3 emissions data collection.

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Our Approach

Every month, FLO enables more than **1 million charging events**, thanks to over 90,000 high-quality EV charging stations deployed in public, private and residential locations. 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 on connected (networked) charging stations. In FY 2023, we estimate our network provided approximately **11 million charging sessions**, amounting to over **187,130 megawatt-hours** of energy transferred.

Average charging time

2.3 hours

Methodology


We have data for all our connected charging stations; however not all residential chargers are connected, making estimation more complicated. We use the following methodology for FLO Home™ G5 and X5 charging stations:



G5
0.70 x cumulative number of G5 sold x % of active X5 chargers in the reference 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 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 Agreement's goal of limiting global warming to well below 2°C, the transportation sector must reduce emissions by at least 80% by 2050. Transportation decarbonization strategies often incentivize rapid adoption of EVs.

Numerous media and political commentators have asked whether EVs actually outperform gasoline cars if they are charged on 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 fewer emissions than gasoline cars, even when operating in areas with carbon intensive electricity grids. The climate benefits are only expected to increase, as many jurisdictions around the world further decarbonize their electrical grids through the termination of coal and other high emitting generation sources.

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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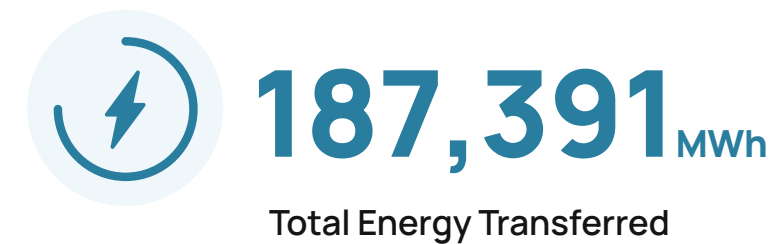
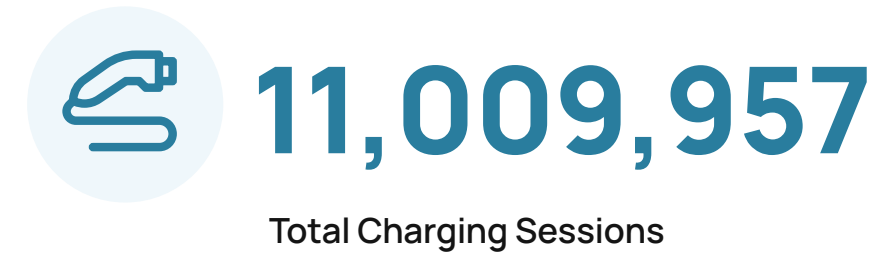
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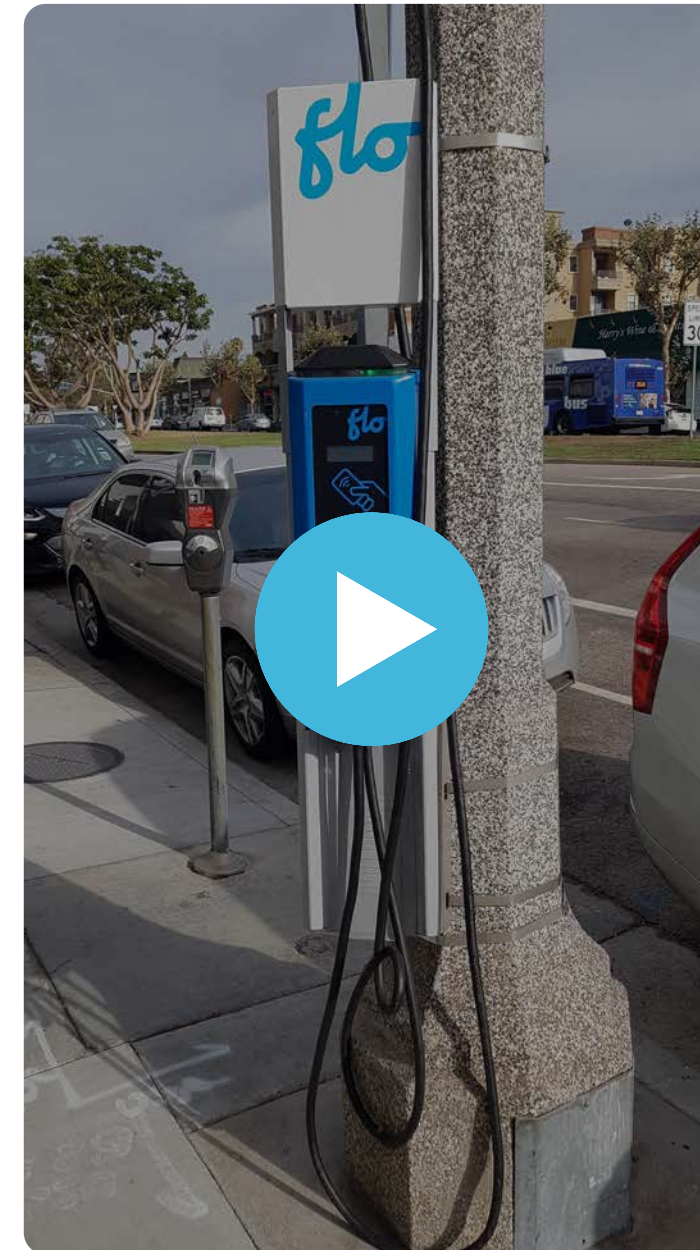
Performance



Forward-looking Plans

In FY 2024, we will continue to track and estimate the number of charging sessions, as well as the amount of energy transferred across our network. We intend to expand our measurements to include the base load energy use and GHG emissions associated with the chargers. We will also continue to engage with our partners and utilities to advocate for electricity grid decarbonization.

Case Study



The City of Los Angeles is one of the largest metropolitan centres in America, with a population of approximately 10 million people. Nearly 18% of the City’s GHG emissions are from cars and trucks, contributing to air quality that routinely ranks among the nation’s most polluted. As part of their “Green New Deal”, the City of Los Angeles committed to transitioning to a more sustainable model of transportation in the immediate future. The City’s Department of Public Works partnered with FLO to install 380 SmartTwo™ EV charging stations at various locations through the city’s sizeable urban sprawl.

Data insights from the deployment’s first year illustrate that:

- The average charging session added approximately 50 kilometres (31.1 miles) of range to the vehicle’s charge
- Charging use has reduced an equivalent 20,000 kilograms of GHG emissions

“FLO charging stations have only been in place for a few months; however, we feel that the installation process went smoothly, and we expect good reactions from our EV car drivers.”

ANGELICA FRIAS, Smart City Specialist City of Los Angeles, Bureau of Street Lighting



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Our Approach

At FLO, our mission is to help overcome climate change and accelerate electric vehicle (EV) adoption by offering the best EV charging experience. We understand the critical importance of widespread, accessible EV charging infrastructure in the movement to electrify the transportation sector and move towards a low-carbon economy.

While our business is focused on supporting the transition to the low-carbon economy, we are not exempt from the risks posed by climate change. To ensure we can meet our business objective of accelerating the adoption of EVs to decarbonize the transportation sector we must also understand how the impacts of climate change pose a risk to our business.

Actions

This year, FLO conducted an assessment to identify and assess climate-related risks and opportunities that are most relevant to our business. The assessment examined the types of business and financial impacts each risk and opportunity pose to FLO. The assessment focused on FLO's key business activities and was aligned with the Task Force on Climate-related Financial Disclosures (TCFD) and International Sustainability Standards Board (ISSB) disclosure recommendations.

The physical risks that arise from climate change have the potential to impact FLO's business through extreme weather events and longer-term shifts in climate patterns. We anticipate that we are most susceptible to extreme temperatures, extreme precipitation and extreme wind. These risks have the potential to impact FLO's business by damaging assets and creating health

and safety issues. The risks can impact FLO financially through increased operating costs, capital expenditures and increased insurance premiums.

The transition risks that arise from the shift towards a low-carbon economy have the potential to impact FLO's business through societal and socio-economic shifts. These shifts beget new public sector policies, innovation and changes in the affordability of products or services. We anticipate that transition risks related to increased regulation and technological advancement will have the most significant impact on our business. Legal risks may lead to increased regulation and minimum requirements on the energy and GHG performance of buildings. Technology risks may lead to increased competition as the EV sector grows. The risks can impact FLO financially through increased operating costs and reduced revenue.

FLO's business is optimally positioned to capitalize on a number of climate opportunities. Most notably, FLO is positioned to take advantage of government incentives and market preferences that support EV charger expansion. As a pioneer in EV charging, these opportunities benefit FLO's business financially through increased revenue and strong competitive position.

Forward-looking Plans

In FY 2024, we will continue to monitor how climate change may impact our business and strengthen the resilience of our strategy. We also intend to continue monitoring the policy landscape to track applicable regulatory requirements and ensure we continue to be prepared to lead in the low-carbon economy.



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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 fast chargers and several of our Level 2 EV chargers are ENERGY STAR certified, including the FLO Home™ X5 and FLO CoRe+™ chargers. In FY 2023, our SmartDC™ Direct Current Fast Charger (DCFC) became one of the first DCFC EV chargers to be ENERGY STAR certified in North America.

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.

“This certification is an important achievement for FLO and is a major testament to the quality of our fast chargers. Not only are FLO chargers as safe, reliable and durable as EV drivers expect them to be, thanks to the ENERGY STAR certification they now also embody our commitment to offering energy efficient charging solutions.”

LOUIS TREMBLAY, FLO President and CEO



Forward-looking Plans

We are committed to the continued design, development and delivery of energy-efficient products. In FY 2024, we will build on the strong energy performance of our current line-up by training our team on ecodesign for new product development and innovation.



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Our Approach

At FLO, we are committed to reducing the waste generated by our assembly 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 assembly and corporate operations.

Actions

We recognize the importance of waste reduction and recycling. We strive to responsibly manage and reduce the waste we produce through our assembly and corporate operations. For example, 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 assembly operations.

In FY 2023, we made the follow progress on waste reduction initiatives:

- Earned a Responsible Recycling (R2) certification for our Shawinigan assembly plant, which guarantees that materials collected are recycled in a safe, responsible manner
- Conducted a waste audit at our Shawinigan assembly plant
- Recycled shredded documents from our engineering department
- Collected and recycled electronic waste at the Shawinigan facility, including cards, cables, etc.

Spotlight

In February 2023, we appointed Martine St-Onge as Chief Manufacturing Operation Officer (CMOO). With more than 25 years of experience in supply chain and operations management, Martine brings highly valuable expertise on how to strengthen FLO's assembly, procurement, and logistics strategy. She will not only play a key role in helping FLO execute its ambitious growth strategy but will also contribute to the alignment of sustainable practices across our supply chain. Her profound understanding of supply chain dynamics, coupled with her visionary approach, positions her perfectly to spearhead the establishment of efficient waste management programs. With her guidance, our employees in the assembly plants will be skilfully navigated through these transformative changes, ensuring optimal utilization of resources and a sustainable future for our organization.



Martine St-Onge
Chief Manufacturing Operation Officer (CMOO)

Case Study

In FY 2023, we worked with Environnement Mauricie to perform a waste audit at our Shawinigan assembly plant. The audit enabled us to develop a waste recovery strategy aimed at maximizing internal packaging reuse, reducing unused parts from suppliers at the source and replacing cardboard boxes that were previously discarded after a single use with plastic bins that are then returned by one of our suppliers and re-used.

Forward-looking Plans

In FY 2024, we will look to evaluate and execute on the recommendations of the waste audit. In particular, we will explore potential partnerships for waste management and recycling opportunities.

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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 building a geographically accessible charging network across North America.

We also aim to make our chargers physically accessible to everyone, including people with disabilities or accessibility differences. All of our current chargers are designed to comply with the Americans with Disabilities Act (ADA) Standards for Accessible Design, and our future product line-up will also be designed to be ADA compliant.

Below are our current products designed to be ADA compliant:

- FLO Home™
- SmartDC™
- CoRe+™
- CoRe+ MAX™
- SmartTWO™ wall mount
- SmartTWO-BSR™
- FLO Ultra™

See how our designers and policy advocates share their insights about accessibility and equity and charging infrastructure:



Public EV charging: are women's voices being included?

By Gemma Trigueros, UX Designer



Curbside charging: supporting equitable EV adoption

By Cory Bullis, Director, Public Affairs



Charging station reliability is an equity issue

By Cory Bullis, Director, Public Affairs

Feature: Canada Infrastructure Bank Innovative Partnership

In April 2023, the Canada Infrastructure Bank (CIB) and FLO announced our plan to bring more than 2,000 public fast charging ports online across Canada by 2027. This \$220 million loan commitment from CIB is focused on expanding the private sector's rollout of large-scale charging infrastructure. The installations will nearly double the number of total universal public fast charging ports currently available in Canada. FLO will collaborate with site hosts to install, own, and operate the chargers along qualifying transportation corridors and in urban and suburban communities with populations greater than 20,000.

Forward-looking Plans

As we begin rolling out fast and as our clients continue deploying public destination and curbside charging ports in Canada and the U.S., we will continue to support equitable access considerations in the geographic composition of our network. 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 and charging sites.

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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*

As of March 31, 2023



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.

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

Case Study

EV fast chargers are often used in remote areas by people who are just passing through and who are unfamiliar with their surroundings. Many are also driving solo. The problem is, these areas can be poorly lit at night, and many facilities lack lighting infrastructure. These factors combined may make users feel vulnerable.

women were twice as likely to cite concerns about safety while charging in public as a reason not to get an EV.

So, we decided to take matters into our own hands.

While developing FLO Ultra™, our designers came across an untapped well of insights from actively seeking out women’s perspectives on electric vehicle charging. Many said they would feel safer if charging stations were properly lit, and another survey revealed

FLO Ultra™ chargers have canopy lights built in, with one per port – that’s two canopies per charger, with each one working independently. Their ambient lights remain on at all times and get brighter as users approach. These canopies give users two-way visibility: they can both see and be seen.

Forward-looking Plans

We will continue to comply with health and safety regulations and monitor the regulatory landscape. We will also continue to design products with the perspectives and needs of our diverse customers in mind.

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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 prevent 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 relevant health authorities.

We understand that some remote-capable 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 remote-capable employees flexibility, promote work-life balance and outline the terms of telework.

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.

To offer even more flexibility to our employees, we implemented the Flex Fridays Pilot Project – from June to September. The objective of this project is to allow our employees to extend their work hours from Monday to Thursday so that they can finish earlier on Friday.

A large part of our operations is comprised of assembling. We are committed to ensuring the health and safety of all employees at our assembly plants and aim to keep our incident rates as low as possible and maintain our rate of zero fatalities. In FY 2023, we carried out the following initiatives:

- Elected a new Health and Safety Representative at the Shawinigan assembly plant
- Updated our Occupational Health and Safety Commitment, which outlines our responsibilities for working safely in accordance with applicable rules
- Updated our Near Miss and Hazardous Situation procedure to continuously improve our practices
- Updated our Guidelines for Wearing Personal Protective Equipment (PPE) in our assembly plants and laboratories
- Plant supervisors underwent training on accident investigation and analysis
- The Health and Safety Committee met regularly and made meeting reports accessible for employees to reference

Total recordable incident rate: **15**

Fatality rate: **0**

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. Our Health and Safety Committee will be conducting an assessment at our Quebec headquarters and Shawinigan and Michigan plants to identify improvements to equipment and workplace practices. We will also continue to follow our health and safety practices and policies with the goal of keeping our total recordable incident rate as low as possible 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 of “Genuinely caring,” 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 employee engagement survey to gather data on job satisfaction, opportunities for improvement and overall feedback for FLO as a workplace
- Encouraged our Montréal employees to cycle to the office by reimbursing costs for bike lockers and showers
- Observed World Mental Health Day with training on mastering well-being at work, a book club and a Zumba class
- Opened registration for a workplace health challenge with Défi Entreprises, which rewards the company able to accumulate the highest number of minutes of physical activity per participant
- Launched three important policies that all new employees are required to read and acknowledge, and that all employees must undergo training for annually; the Prevention of Psychological or Sexual Harassment Policy, the Code of Ethics and the Whistleblower Policy

In our FY 2023 employee engagement survey, 92% of our employees indicated they were satisfied with FLO as a place to work and would recommend FLO as an employer.

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Professional Development

Courses and training to support employees in developing their professional and interpersonal skills. This past year, we:

- Collectively received 26,370 hours of training in a variety of areas
- Continued to offer English and French classes, Microsoft Office courses and ad hoc training specific for each employee
- Offered Management Essentials training to 30 managers to support them in leadership development
- Offered individual coaching and training on feedback
- Designed the first toolkit and training on personal development plans (PDP)
- Implemented talent review and development plans with training, tools and support by the Talent Team



Social and Environment

Initiatives within FLO and local communities to engage employees in social and environmental causes. This past year, we:

- Volunteered with Laura Lemerveil, a non-profit organization that works with children with severe disabilities
- Encouraged the use of EVs and hybrids for work-related travel by reimbursing EV/hybrid mileage at a higher rate
- Created an Employee Green Committee to reduce FLO’s environmental impact and to identify ways of mobilizing colleagues to participate in environmental programs
- Partnered with Apikol and began keeping two beehives – home to 30,000 bees - at the FLO offices in Quebec City to protect pollinators, promote biodiversity and produce upwards of 40kg of honey
- Organized a town hall on Earth Day to raise awareness about environmental responsibility and share a few simple actions we can do every day to make a positive impact.
- Promoted responsible waste practices by organizing a waste collection race and offering compost to our Quebec City employees

Case Study

In 2023, FLO sponsored the all-female robotics team composed entirely of French-speaking students in Grades 5 to 8: “Équipe Francobotique – Les pikacuits!”. This community team located in Aurora, Ontario, representing l’AFRY (l’Association des francophones de la region de York), is the only francophone team in their regional and provincial competitions. Our donation helped them to cover the air travel, accommodations, and meals during a 5-day robotics tournament, as well as the tournament registration fees, equipment shipping costs and presentation materials costs.



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Inclusion and Diversity

Training to develop skills and knowledge for upholding and promoting inclusion and diversity. This past year, we:

- Launched Women@FLO, an employee resource group (ERG) with 40 participants, to create connections, build a sense of community, share feedback and ideas and foster allyship
- Celebrated International Women's Day
- Established an International Committee to welcome new employees from abroad and support their integration into the workplace and living in Quebec

Fun

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

- Hosted several voluntary social events, including an office BBQ, maple syrup tasting and a Halloween costume contest
- Continued to host our annual holiday party for employees in Canada and the United States, as well as our ugly holiday sweater day
- Hosted our first leadership summit (for all managers of the company, in person) and our first FLO Tech event to promote strategic alignment, internal networking and individual sense of belonging

Additionally, we continued to hold our weekly virtual company-wide meetings (town halls) with our CEO, Louis Tremblay and a range of company employees, to provide a forum to share accomplishments, news and small or big victories. We hosted this meeting twice in-person at our Shawinigan plant, and once in Auburn Hills where Louis exchanged with employees in small discussion groups. This weekly meeting was initially developed to support employee engagement and information sharing during the pandemic. It has since become a very popular and central aspect of FLO's culture, especially as hybrid work has become the preferred approach for many employees.

Forward-looking Plans

We plan to continue building on and improving the FLOexperience program. Our employee engagement survey was conducted in April 2023. We will analyze the results of the survey and use the data to inform the development of our programs and initiatives for FY 2024.

We also plan to create our second ERG for employees in the 2SLGBTQI+ community (and their allies), called Pride@FLO. Not only does this mark another important milestone in our JEDI journey, it is also a step forward in fostering an inclusive workplace where employees can bring their full selves to work.

We will also work on a donation policy that will aim at supporting environmental, educational, and employee-led initiatives.



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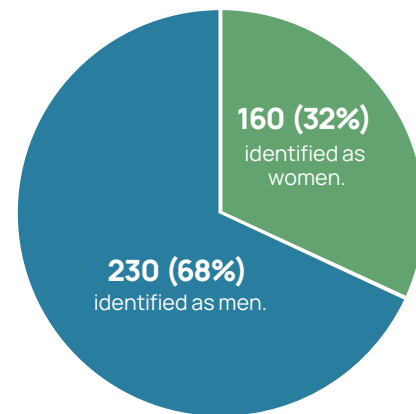
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Our Approach

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.

In FY 2023, we launched a JEDI initiative and performed an audit of FLO's practices and employee composition. Of our 336 employees who responded to the survey (including interns and temporary staff), 106 (32%) identified as women and 230 (68%) identified as men.

Figure 3 – Gender Ratio



Actions

In FY 2023, we made the follow progress on JEDI initiatives:

- Performed an organization-wide maturity and ambition assessment
- Compared the FLO demographics with FLO's location demographics
- Administered a survey to gather more comprehensive employee demographic data as well as feedback on FLO's culture and inclusivity
- Organized a mandatory half-day training for 80 Managers during a leadership summit
- Developed a policy to formalize our JEDI commitments, ambitions, approaches and focus areas
- Provided JEDI training to 140 participants

Case Study

The objective of our JEDI commitment is to make long-term positive change by listening to and supporting each other, our customers, and our community, celebrating our differences and helping build a world where people can bring their whole selves to work. Our Policy is designed based on the following JEDI principles:

1. We value justice, equity, diversity and inclusion as a key people priority.
2. We ensure that our people can participate fully and be the best they can be.
3. We treat our people fairly and with respect.
4. We are all responsible for JEDI.
5. We hold ourselves accountable and continuously monitor and measure the performance of JEDI.

Our Policy provides details about these principles, codifies the expected behaviours across our employees, management, executives, and directors, and outlines our JEDI practices in other cross-functional parts of FLO's business.

Forward-looking Plans

In FY 2024, we plan to launch a Pride affinity group and continue our efforts with Women@FLO to sustain our JEDI culture and continuously improve our performance. We are planning mandatory workshops on JEDI awareness, privilege, micro-aggressions, and allyship, and will also administer a survey to continue gathering more comprehensive employee demographic data as well as feedback on FLO's culture and inclusivity.

86%

of participants agreed they are included and respected by their Manager

84%

of participants agreed they could be successful as their authentic selves

Nearly two thirds

of participants agreed that diversity contributes to a better atmosphere and decision-making in their departments

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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 550 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.

Actions

To encourage community involvement, FLO offers employees the opportunity to participate in one paid volunteer day per year in their community. During the “Connect with the Community” day, they can help a non-profit organization of their choice by participating in a volunteer activity. This initiative is part of the FLOexperience program under the Social and Environmental pillar.

15 of FLO employees used “Connect with the Community” and volunteered their time in FY 2023

89 hours volunteered through “Connect with the Community” in FY 2023

Forward-looking Plans

We will continue offering volunteering opportunities and encourage strong participation rates across our employees.



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Our Approach

FLO is led by the President and Chief Executive Officer and overseen by the Board of Directors. Our Board consists of members with diverse experiences in fast-growing tech companies and green industries and has a deep understanding of the Canadian and U.S. market. As we advance on our ESG and JEDI initiatives, we intend to continue integrating diversity considerations and ESG competencies into the composition and training 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 survey the Board to identify various relevant capabilities with respect to ESG. When considering Board training and identifying future candidates for nomination, we plan to take into consideration diversity factors, and ESG competencies, where appropriate.

Actions

Board composition as of March 31, 2023:

- **38%** of Directors identify as women (3/8)
- **75%** of Directors are independent* (6/8)

*Independent means that the Director does not have a material relationship with FLO or its management

We recognize the importance of a Board composed of skilled and knowledgeable Directors with diverse backgrounds, perspectives, and experiences. Below is a summary of the ESG-related competencies that exist among our Directors:



Tom Werner

Business Advisor & Former CEO, SunPower



Louis Tremblay

President & CEO, FLO



Renée Bergeron

Chief Operating Officer, AppDirect.



Richard Cherney

Senior Partner, Davies Ward Phillips & Vineberg LLP



Norman Hébert

President & CEO, Groupe Park Avenue



Cassie Rowe

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. Travis Allan, our Chief Legal and Public Affairs Officer, is accountable for ESG in our company from our Executive Leadership Team. These members now oversee FLO's ESG activities and report regularly to the Board.

We also designated Maude Blouin, our Communications Director, as the ESG Implementation Lead to liaise between the accountable senior executives and the ESG Steering Committee, which we established to expand our ESG governance structure. The ESG Steering Committee is composed of members of the Executive Leadership Team and senior FLO staff. This Committee is responsible for supporting the implementation of our ESG initiatives and programs.

ESG Steering Committee



Maude Blouin
Director of Communications



Travis Allan
Chief Legal and Public Affairs Officer



Jeff Dion
Senior Director of Products



Yann Benoit
Senior Director, Network Operations



Francis Baillargeon
Chief Financial Officer



Jana Abdul
ESG and Communications Coordinator



Jennifer Kanji
Marketing Director, Branding and Digital



Simon Cousineau
Director of Corporate Development



Pascale Boudreault
Senior Director, Talent Management and Development

Green Committee



Yann Benoit
Senior Director, Network Operations



Travis Allan
Chief Legal and Public Affairs Officer



Marie-Hélène Bellemare
In-Transit Strategy Manager



Natacha Bricka
Financial and Performance Analyst



Jana Abdul
ESG and Communications Coordinator



Kerri Whelan
Senior Product Marketing Manager



Vivek Trivedi
Business Development Manager

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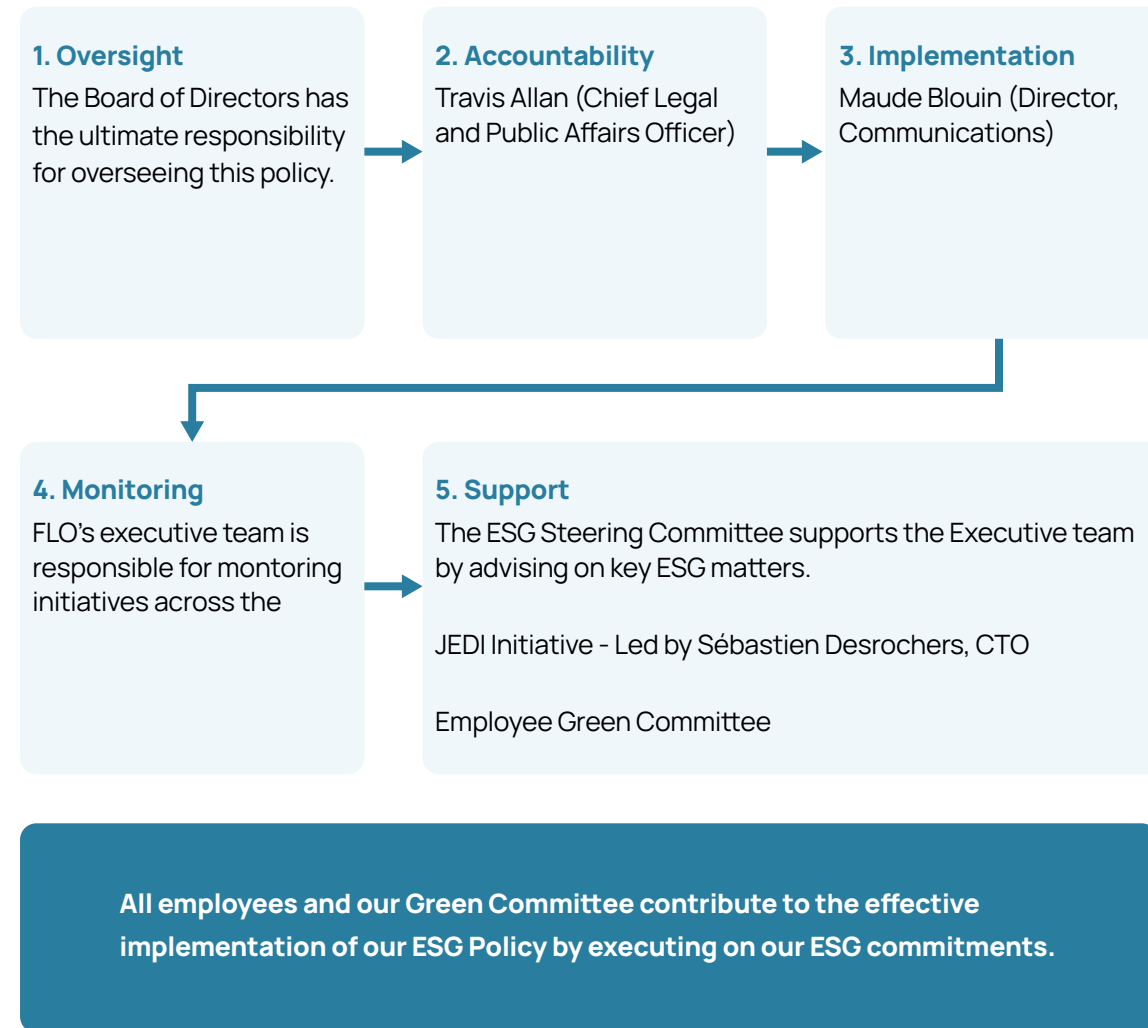
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ESG Oversight and Responsibility



Case Study

In 2022, we joined Green Economy Canada, national non-profit accelerating Canada's transition to net-zero future, as a Founding Member of their newly launched National Hub.

"Sustainability is at the core of what we do. FLO's mission is to overcome climate change and accelerate electric vehicle adoption by offering the best EV charging experience. As FLO grows internationally, we know that being a sustainability leader means we need to walk the walk. Joining Green Economy Canada allows us to learn from and with other like minded companies as we work together to advance our sustainability journeys and build a better planet for generations to come."

- Louis Tremblay, President and CEO of FLO

Forward-looking Plans

Our ESG Steering Committee and Green Committee will continue to meet and develop new ideas to further FLO's ESG impact. While the Board will continue to maintain oversight, we plan to delegate the development of our ESG strategy, including goals and targets, to our ESG Steering Committee. Readying and maintaining interactions within our ESG governance structure will be fundamental to ensure accountability for progress.

Our Green Committee will also work on introducing an e-bike service for employees to promote sustainable mobility and a healthier lifestyle. Additionally, they will collaborate with other companies in Quebec City to share FLO's sustainable initiatives.



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Our Approach

We are committed to upholding a high ethical standard within and outside of the workplace. 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 Ethics 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.

In FY 2023, we made the following progress:

- We adopted a Code of Ethics to establish our ethical rules and professional conduct obligations, guide our conduct in- and outside- the workplace, enshrine the high standards we meet in fulfilling our responsibilities and explain the fundamental values and standards of behaviour that FLO shareholders and stakeholders expect in all aspects of our business
- We adopted a Whistleblower Policy to safeguard the integrity of FLO and support adherence to the Code of Ethics and respect of all applicable laws, rules and regulations

Forward-looking Plans

In FY 2024, we will continue to embed the new practices in our Code of Ethics and respond to any whistleblowing activities in accordance with the applicable policy to ensure we continue to uphold our values and operate with the utmost integrity.

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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 advance the provision of smart charging technology and services users want and rely on. We diligently maintain the integrity of our cybersecurity and data privacy systems through our information security management system and existing privacy policy, and plan to develop additional privacy-related policies in FY 2024.

During the pandemic, we saw an increase in work from home and major growth in the number of FLO employees. Based on its ongoing threat assessment activities, our Cybersecurity Committee identified phishing as a major risk facing most companies. Accordingly, we use a leading security system to reduce phishing and malware attacks on our systems and employee computers. Our cybersecurity team also closely monitors the risk of phishing and other risks to identity-based accounts of FLO employees. Our team ran numerous trainings and regularly conducts unannounced phishing tests to help identify employees requiring additional training and support.

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.

Responsibility for privacy protection rests with our designated privacy officer. Our privacy policies are thoroughly explained in a [privacy policy available to the public and all customers](#).

In FY 2023, we made the following progress:

- Codified an Information Security Policy to define the design, implementation, and management of FLO's Information Security Program. The policy outlines the roles and responsibilities of staff in protecting the confidentiality, integrity and availability of FLO resources and data.
- Developed a Data Retention and Disposal Policy to mitigate threats of non-compliance with regulatory, legal and contractual requirements regarding data retention and disposal policies. It covers all data assets, whether owned or provided by a third party, including Intellectual Property (IP), Personally Identifiable Information (PII) for employees, customers, other third parties, Business Sensitive Information (BSI), financial information, other non-public data or information assets deemed the property of FLO.
- Launched an intranet page dedicated to privacy and the protection of personal information. This new resource serves three objectives related to enhancing FLO's privacy culture and organizational maturity:
 - To raise internal awareness of privacy by giving employees tools to help them understand why privacy is integral to FLO's operations and culture.
 - To clarify who is responsible for overseeing privacy and supporting privacy-related matters at FLO.
 - To equip externally facing teams with material they can use to respond accurately and autonomously to customer, partner, or media inquiries

To oversee the implementation of the above policies, our Cybersecurity Steering Committee, which is responsible for their enforcement and annual review, meets monthly to ensure ongoing monitoring, evaluation, and adjustment of cybersecurity strategies to effectively protect the organization's information and systems from cyber threats.

Additionally, we established a Data Governance Steering Committee responsible for overseeing the implementation of our new data governance program and managing our data assets. The Committee plays a critical role in ensuring that the organization's data-related policies and practices align with its strategic objectives and comply with relevant laws and regulations.

Forward-looking Plans

In FY 2024, we plan to continue to adopt leading cybersecurity best practices in our products and the design, implementation, and the management of FLO's infrastructure. This will include developing an Artificial Intelligence (AI) Policy to set guidelines for which AI platforms our employees can use as tools.

We also plan to work with our Data Governance Steering Committee to develop roles and missions that will contribute to our data standardization and governance journey.



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Our Approach

Our mission is to help overcome climate change and accelerate the adoption of electric vehicles by offering our customers the best charging experience. We also understand the importance of pushing for a regulatory landscape conducive to the widespread, equitable adoption of EVs. 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.

Actions

We work with multiple groups across North America to advance critical policy issues and educate policymakers about policies that are likely to advance electric mobility and support reliable, accessible, and financially viable charging station deployments.



Case Study

In early 2023, we partnered with ChargerHelp!, a charging station maintenance and analytics company, along with New York Senate Energy and Telecommunications Committee Chairman Kevin Parker (D – District 21) and Assemblyman Brian Cunningham (D – District 43) to announce the EV Charging Reliability Transparency Act to ensure New York’s EV drivers have access to reliable charging stations.

S.5120A/A.1721A, introduced in the New York State Senate (with a companion bill in the State Assembly), would require the disclosure of reliability data for all public and ratepayer-funded EV charging stations deployed across New York. Over the next few years, New York is expected to incentivize EV charging infrastructure deployment to the tune of nearly \$1 billion through a combination of state programs and funding secured through the federal Infrastructure Investment and Jobs Act (IIJA).

“New York EV drivers know the frustration of pulling up to a charging station only to find that it is out of order, but today is the first step in eliminating that concern. This bill will help safeguard critical investments being made in EV charging infrastructure by establishing reliability standards that put the EV driver first,” said Daniel Bloom, Public Affairs Manager at FLO. “Thanks to the support of Chairman Parker and Assemblyman Cunningham in our efforts to improve the overall EV experience and accelerate EV adoption.”

Case Study

As part of Canada’s transportation electrification activities, the Prime Minister of Canada, Justin Trudeau, stopped by for a visit of our plant. He was accompanied by the Minister of Innovation, Science and Industry of Canada and member of Parliament for Saint-Maurice-Champlain, François-Philippe Champagne and by the mayor of Shawinigan, Michel Angers. This tour of our facilities allowed our assembly plant team members to share their roles in the EV charging field.

“Canadian-made electric vehicle chargers are win-win-win: not only do they support good middle-class jobs and position Canada as a global leader on clean tech, they also make it easier than ever for Canadians to choose an EV as their next vehicle. Going electric saves families money on monthly expenses, all while keeping our air clean for generations to come.” - Prime Minister Trudeau

Forward-looking Plans

We will continue to monitor the Canadian and U.S. policy environments to identify opportunities for advocacy and engagement with policymakers and like-minded organizations in support of impactful, equitable policies that advance reliable, accessible transportation electrification in North America. We plan on joining the National Charging Experience Consortium led by the U.S. Department of Energy, which aims to ensure public charging stations function more reliably for drivers. This goal complements federal requirements of greater than 97% uptime to ensure customers can successfully and seamlessly charge at public charging stations.

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Sustainability Disclosure Topics & Accounting Metrics

Topic	Metric	Category	Unit of Measure	Code	Disclosure
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	RT-IG-130a.1	Environment - Operations: Energy Use
Employee Health & Safety	(1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR)	Quantitative	Rate	RT-IG-320a.1	Social - Employees: Health and Safety
Fuel Economy & Emissions in Use-Phase	Sales-weighted fleet fuel efficiency for medium- and heavy-duty vehicles	Quantitative	Gallons per 1,000 ton-miles	RT-IG-410a.1	Not applicable
Fuel Economy & Emissions in Use-Phase	Sales-weighted fuel efficiency for non-road equipment	Quantitative	Gallons per hour	RT-IG-410a.2	Not applicable
Fuel Economy & Emissions in Use-Phase	Sales-weighted fuel efficiency for stationary generators	Quantitative	Watts per gallon	RT-IG-410a.3	Not applicable
Fuel Economy & Emissions in Use-Phase	Sales-weighted emissions of: (1) nitrogen oxides (NOx) and (2) particulate matter (PM) for: (a) marine diesel engines, (b) locomotive diesel engines, © on-road medium- and heavy-duty engines, and (d) other non-road diesel engine	Quantitative	Grams per kilowatt-hour	RT-IG-410a.4	Not applicable
Material Sourcing	Description of the management of risks associated with the use of critical materials	Discussion and Analysis	N/A	RT-IG-440a.1	Not disclosed
Remanufacturing Design & Services	Revenue from remanufactured products and remanufacturing services	Quantitative	Reporting currency	RT-IG-440b.1	Not disclosed



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Activity Metrics

Activity Metric	Category	Unit of Measure	Code	Disclosure
Number of units produced by product category	Quantitative	Number	RT-IG-000.A	Not disclosed
Number of employees	Quantitative	Number	RT-IG-000.B	Introduction - FLO Overview

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Sustainability Disclosure Topics & Accounting Metrics

Topic	Metric	Category	Unit of Measure	Code	Disclosure
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	RT-IG-130a.1	Environment - Operations: Energy Use
Hazardous Waste Management	Amount of hazardous waste generated, percentage recycled	Quantitative	Metric tons (t), Percentage (%)	RT-EE-150a.1	Not disclosed
	Number and aggregate quantity of reportable spills, quantity recovered	Quantitative	Number, Kilograms (kg)	RT-EE-150a.2	Not disclosed
Product Safety	Number of recalls issued, total units recalled	Quantitative	Number	RT-EE-250a.1	Social - Customers: Safety
	Total amount of monetary losses as a result of legal proceedings associated with product safety	Quantitative	Reporting currency	RT-EE-250a.2	0
Product Lifecycle Management	Percentage of products by revenue that contain IEC 62474 declarable substances	Quantitative	Percentage (%) by revenue	RT-EE-410a.1	Not disclosed
	Percentage of eligible products, by revenue, that meet ENERGY STAR® criteria	Quantitative	Percentage (%) by revenue	RT-EE-410a.2	90.26
	Revenue from renewable energy-related and energy efficiency-related products	Quantitative	Reporting currency	RT-EE-410a.3	Not disclosed
Material Sourcing	Description of the management of risks associated with the use of critical materials	Discussion and Analysis	N/A	RT-IG-440a.1	Not disclosed
Business Ethics	Description of policies and practices for prevention of: (1) corruption and bribery and (2) anti-competitive behavior	Discussion and Analysis	N/A	RT-EE-510a.1	Governance - Business Ethics
	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Quantitative	Reporting currency	RT-EE-510a.2	0
	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting currency	RT-EE-510a.3	0



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Number of units produced by product category	Quantitative	Number	RT-IG-000.A	Not disclosed
Number of employees	Quantitative	Number	RT-IG-000.B	Introduction - FLO Overview

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