



# ESG Report 2024





# About this report

This annual report details FLO’s<sup>1</sup> corporate initiatives and approach to environmental, social and governance (ESG) topics undertaken during the reporting period (April 1, 2023 – March 31, 2024), or fiscal year 2024 (FY 2024), 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 (GHG) data in this report was externally reviewed by 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](mailto:media@flo.com).**

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

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





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# Introduction





## Introduction



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# Letter from the CEO



I am proud to present FLO's third environmental, social and governance (ESG) report, which details the progress we are making towards climate leadership, charging accessibility, employee well-being 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 the electrification and decarbonization of the transportation sector, one of North America's largest contributors of greenhouse gas (GHG) emissions. We are proud to lead the way with a seamless network of easy-to-use and reliable EV charging stations and a complete portfolio of dependable solutions.

## Our progress highlights

In FY 2024, we made the following progress:

- Sold our 100,000<sup>th</sup> charging station and provided approximately 17.6 million charging sessions
- Secured a \$235 million commitment from the Canada Infrastructure Bank to bring more than 1,900 public fast charging ports online across Canada by 2027
- Debuted our FLO EZLift™ cable management system on the new FLO Ultra™ to improve the accessibility of our chargers
- Enhanced the data coverage and quality of our GHG emissions inventory
- Expanded our volunteering through our FLOexperience employee engagement program
- Gave back to our community through support to OneTreePlanted for reforestation, biodiversity and habitat restoration
- Rolled out enhanced cybersecurity and data privacy policies and controls
- Enhanced our commitment to responsible procurement and maintaining an ethical supply chain

## The road ahead

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

- Executing on our new ESG roadmap
- Continuing to evaluate our material climate-related risks and opportunities
- 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

This year marked FLO's 15-year anniversary, a milestone we share with our employees, partners, suppliers and customers – without whose hard work, dedication and talents our achievements would not be possible. I am grateful for what we've accomplished together to date and deeply committed to continue advancing our ESG efforts both inside and outside of the company. We invite you to join in our journey, and we look forward to sharing our progress again in 2025.



**Louis Tremblay**  
President and Chief Executive Officer



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# About FLO

## 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

We are ALL united to face the climate change challenge

H

Humble

We rise by lifting others up

A

Adventurous

We experiment, learn and adapt quickly

R

Responsible for Change

We dare to be a change driver

G

Genuinely Caring

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

E

Excellence Driven

We create remarkable experiences



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# About FLO

## 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.

Level 2 chargers

FLO Home™  
(7.2kW)  
Residential smart charger with mobile app connectivity

CoRe+™ Series  
(7.2 & 19.2kW)  
Ideal for workplace mixed-use residential and fleets with up to 2.7x more power than a typical L2 charger

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

Level 3 chargers

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

SmartDC™  
(50 & 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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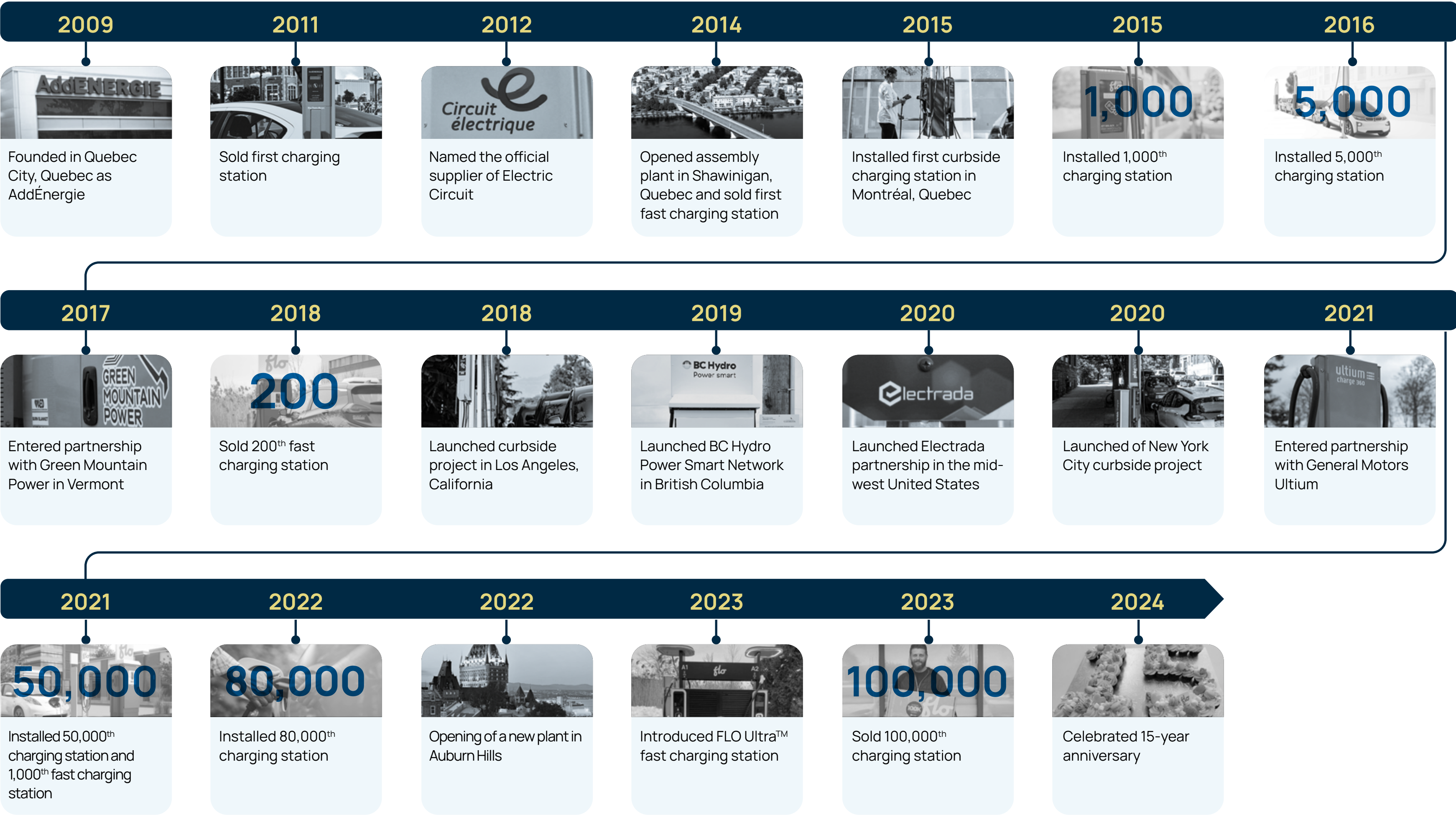


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# Our story

FLO has been a pioneer in EV Charging since 2009.





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# FLO overview

**86,000+**

public charging locations in **North America**<sup>1</sup>

**100,000+**

public and/or private chargers sold

**500,000+**

members

**1.5 million+**

charging sessions per month

Headquarters in

**Quebec City**

with 2 additional offices in **Montréal** and **British Columbia**

Nearly

**600**

employees working remotely and in person<sup>2</sup>

**Assembly plants**

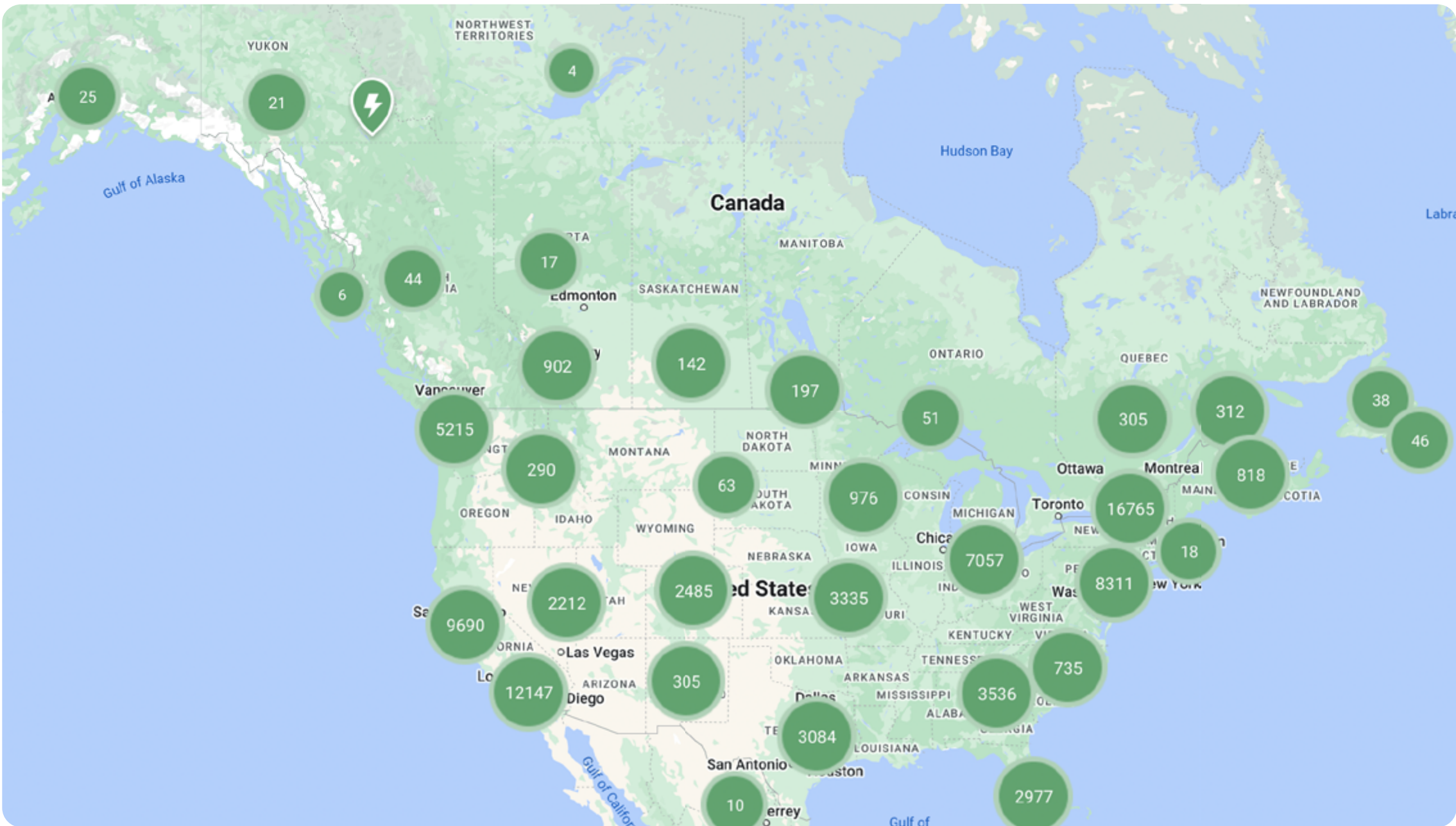
in **Shawinigan** and **Auburn Hills**

## Our network

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



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



1. Through roaming agreements, FLO members can access public stations on Shell Recharge, Electric Circuit, eCharge Network, BC Hydro EV and ChargePoint networks  
2. Includes interns and temporary staff



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# 2024 highlights

Sold our

**100,000<sup>th</sup>**

charging station

Celebrated our

**15-year**

anniversary

Announced first EV charging

**investment**

from the Canada Infrastructure Bank

Developed our

**ESG**

**roadmap**

Conducted

**trainings**

on JEDI, cybersecurity and privacy compliance

**93%**

of employees are proud to work at FLO

**20,000+**

trees and saplings planted on behalf of FLO

**120+**

employees volunteered over 500 hours

Partnered with California state senator to introduce

**Equitable EV Charging Act**



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# ESG policy

## Introduction

At FLO, our mission is to help overcome climate change and accelerate the adoption of electric vehicles 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 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 network. We understand that engaging in responsible business management practices is 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 aspire to be a leading network operator and an industry leader in smart EV charging solutions by redefining what characterizes the best, most reliable and inclusive charging experience – both in terms of the size of our network and the physical design of our charging stations. We believe that when we design with accessibility and user friendliness in mind, we design better for everyone.

We also aim to accelerate the adoption of EVs, a critical step toward 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.

At FLO, ESG is a transformation in mindset. This means we call on all our stakeholders to continually engage in how we integrate ESG into the way we operate. Our ultimate vision is to make each day better than the one before for EV drivers, as well as our customers, employees, and the communities in which we operate.





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# ESG policy

## ESG commitments

We strive to integrate ESG into our operations to ensure we are driving positive changes every day.

We commit to:

### Environmental

- Operational GHG emissions – reduce greenhouse gas 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, robust products that last to limit product decommissioning/ disposal, reduce resource consumption and enable re-use and recycling
- Waste management – reduce waste generation and increase recycling within our manufacturing and corporate operations
- Biodiversity and nature – responsibly manage the impact of construction and development projects on fauna and flora

### 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
- Giving back – support local communities by engaging in volunteering and participating in other philanthropic activities
- 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
- Supplier responsibility – assess the ESG performance of our major vendors, when possible, and align with our business needs; where practical, consider vendors that are minority-owned, diverse and local to our operations

### Governance

- Board composition and competencies – foster a diverse board with strong ESG competencies, consistent with JEDI principles
- 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
- Advocacy – engage with policymakers to develop policies and programs that accelerate the electrification of the transportation sector and advocate for electricity grid decarbonization
- Enterprise resilience – strengthen our organization by integrating ESG principles into risk management, policies, and overall governance



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# ESG roadmap

As part of our commitment to ESG, we have developed a comprehensive roadmap that involves key stakeholders and our teams in executing actions to drive progress. These actions are guided by specific pillars, which are aligned with the commitments of our ESG Policy, ensuring our efforts are consistently integrated. **Here are the pillars that guide our ESG roadmap:**





# Environment





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# Operations: facility energy use and GHG emissions

## 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 manage our greenhouse gas (GHG) emissions and assess opportunities to reduce the GHG intensity of our operations.

## Actions

In FY 2024, we calculated our GHG emissions from scope 1, or direct emissions from our operations, and scope 2, or indirect emissions from purchasing electricity, for our head office, fleet, assembly plants, and the majority of our warehouses and distribution centers. In doing so, we improved the coverage, quality and accuracy of our data to provide better visibility into our ongoing performance. To enhance oversight, our data was externally checked by Quinn+Partners to validate that our methods and assumptions are sound.

We emitted 314 tonnes of CO2 (tonnes of carbon dioxide equivalent) in FY 2024<sup>1</sup>. Approximately half of our emissions are from electricity consumption at our facilities, and the remaining emissions are attributable to facility natural gas consumption from our service vehicle fleet. A majority of our operations in Canada are located in provinces with low-carbon energy, including Quebec, British Columbia, and Ontario. However, our Michigan plant and in-plant office are connected to a carbon-intensive electricity grid which contributes to around 96% of our total emissions from purchased electricity.

1. Select facilities have been excluded from the inventory in cases where estimations could not be made using our estimation methodology.

Figure 2.1 Energy Consumption - Total Energy Use

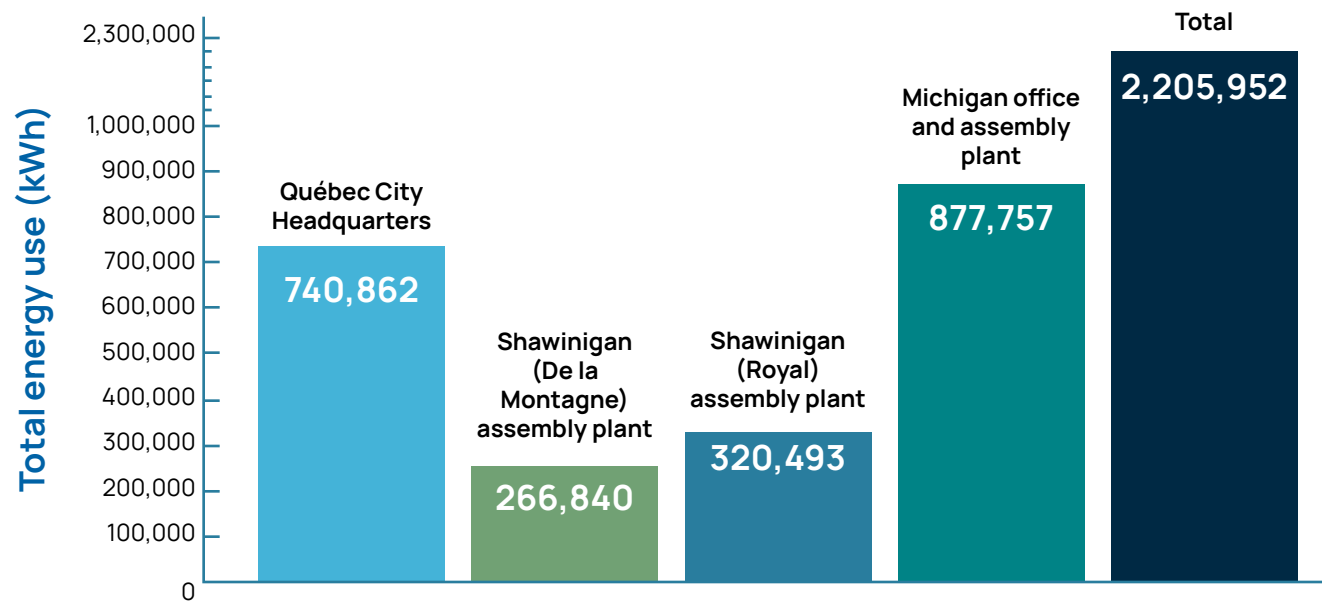
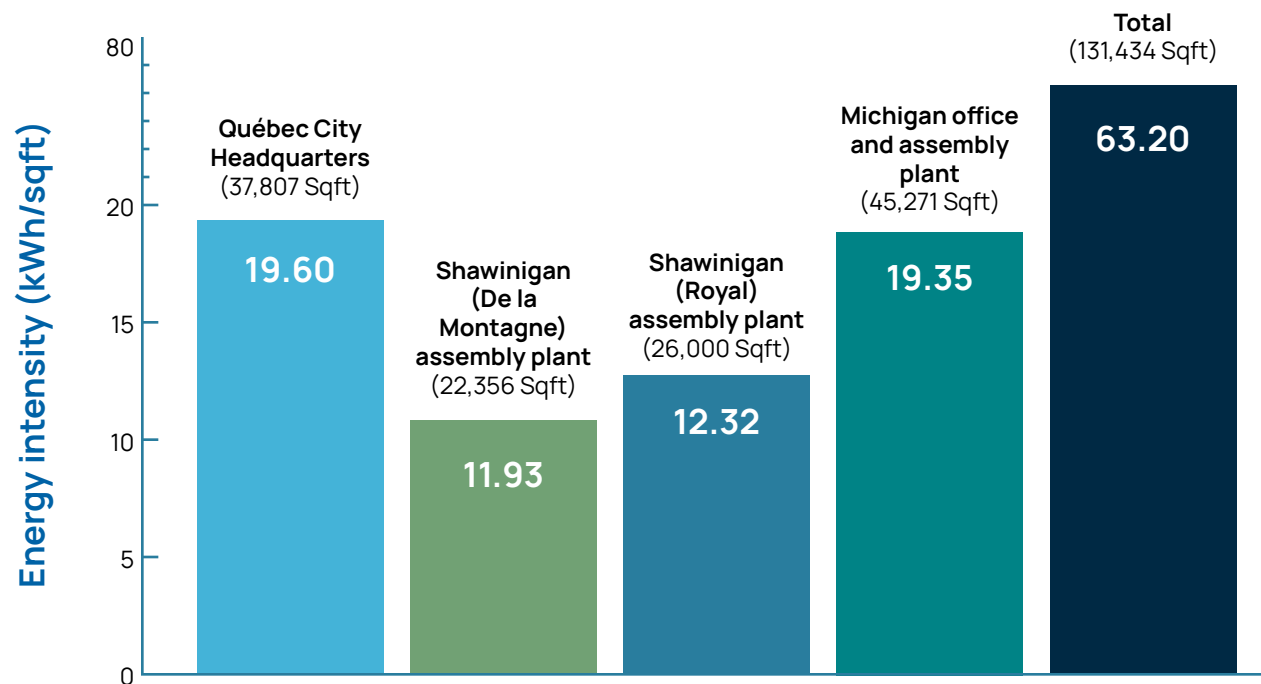


Figure 2.2 Energy Consumption - Energy Intensity



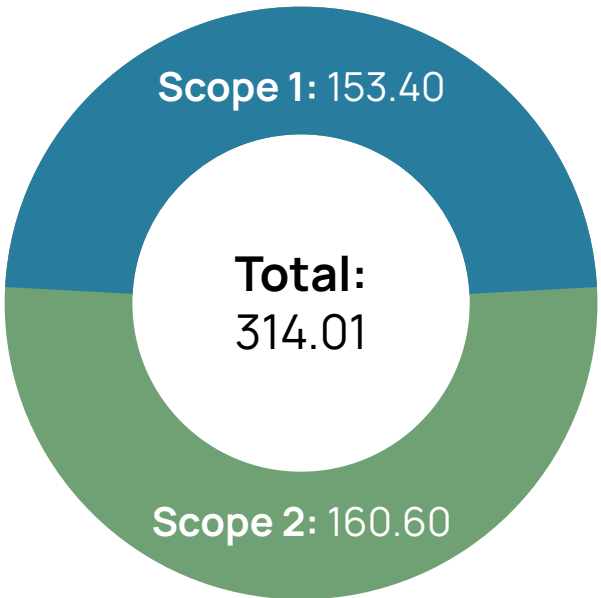
Note: The energy consumption above represents 100% of our FY 2024 charger production



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# Operations: facility energy use and GHG emissions

Figure 2.3 Total GHG emissions (tCO2e)



## Why did our emissions increase?

Last year, we emitted 170 tonnes of CO2<sup>1</sup>. The increase in our emissions to 314 tonnes in FY 2024 is due to three key factors:

1. Increased production across all three of our plants leading to increased energy consumption
2. Procured new energy sources across our operations
3. Included additional facilities and energy sources in our inventory through improved data management processes

## Forward-looking plans

We plan to continue to collect energy use data from all our corporate operations, fleet, assembly plants and distribution centers. To do so, we plan to develop and roll out a data management tool to enable better oversight and monitoring of our utility data throughout the year. This will enable us to assess opportunities to reduce our emissions and improve energy efficiency, where possible.

1. Numbers differ from the emissions disclosed in last year's report as we have made corrections to our estimation methodology.





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# Operations: network GHG emissions

## Our approach

In FY 2024, FLO enabled nearly 18 million charging sessions, thanks to over 100,000 reliable 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 2024, we collaborated with our governance team to develop a formula for calculating network GHG emissions associated with our chargers. This involved defining how the use of our chargers interacts with different emissions scopes, targeting and adapting necessary data sets, and standardizing concepts and terms to be added to our business glossary before integrating them into this formula.

## Performance

In FY 2024, our network provided more than 17.6 million charging sessions lasting on average 2.5 hours amounting to 304,265 megawatt-hours of energy transferred.



17,619,907

Total charging sessions



304,438

Energy transferred (MWh)



2.5

Average charge time (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 terminals 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.



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# Operations: network GHG emissions

## Spotlight

### EV charging proves both durability and popularity at Crystal Mountain Ski Resort

Crystal Mountain, the largest ski resort in Washington State, installed 8 FLO chargers. The alpine ski area regularly experiences high winds and intense snowfall, making the durability and reliability of the chargers of utmost importance. After a year of use, the Core+™ chargers have successfully provided over 2,000 charging events, exceeding their original anticipated use on behalf of resort visitors and demonstrating that EV chargers can endure challenging winter conditions.

### From curbside to mountainside - taking EV charging to new peaks with Crystal Mountain Resort (running time 2:09 minutes)



## Case study

### Distributing EV charging infrastructure equitably in New York City

Readily accessible EV charging infrastructure is essential for New York City to reach its decarbonization objective of carbon neutrality by 2050. According to data from the New York City Department of Transportation (DOT), the city's two million light-duty vehicles currently account for 80% of its transportation emissions. The city hopes to deploy EV chargers based on local needs so that they serve the areas where they'll have the highest impact. NYC DOT has indicated that it sees its role as ensuring that chargers don't concentrate exclusively in higher-income neighborhoods.

FLO worked with NYC DOT and Consolidated Edison (Con Edison) on a pilot project to gather lessons about how to rapidly scale the deployment of curbside chargers in a way that meets the needs of all New Yorkers. FLO participated in community outreach and contributed lessons gathered from deploying curbside charging in cities such as Montreal and Toronto. As a result, FLO successfully installed over 100 chargers with 99%+ uptime across all five of New York City's boroughs.

For more information, visit: [Curbside EV Charging Makes it in New York](#)

## Forward-looking plans

In FY 2025, we plan to continue to track and estimate the number of charging sessions and the amount of energy transferred across our network. We also plan to test newly developed GHG emissions calculations for our charging network and have them verified. Additionally, we intend to expand our measurements to include the base load energy use and GHG emissions associated with the chargers. We plan to also continue to engage with our partners and utilities to advocate for electricity grid decarbonization.



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# Operations: climate change risks and opportunities

## Our approach

At FLO, our mission is to help overcome climate change and accelerate electric vehicle 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 decarbonize the transportation sector, we must also understand how the impacts of climate change pose risks to our business.

## Actions

In FY 2024, FLO conducted an assessment to identify and assess climate-related risks and opportunities that are most relevant to our business with the help of Quinn+Partners. The assessment examined the types of business impacts each risk and opportunity poses 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 IFRS S2 Climate-related Disclosure Standard exposure draft.

Following the record-breaking 2023 wildfires and their implications, we recognized the importance of revisiting our assessment with a deeper understanding of the connections between climate-related risks, opportunities, and our operations. In response, our ESG team, with the support of Export Development Canada, has prepared a second workshop and is coordinating its planning with more stakeholders involved. This upcoming workshop will first provide additional context around the TCFD and then review the results of our initial assessment. This effort highlights our commitment to periodically reevaluating the connections between climate risks, opportunities, and our operations with more stakeholders involved.

## Forward-looking plans

In FY 2025, we plan to hold the workshop to update our assessed climate-related risks and opportunities accordingly. FLO will also begin developing processes around the integration of climate-related risks and opportunities within our risk management framework. We also intend to continue to monitor how climate change may impact our business, strengthen the resilience of our strategy, and keep track of the policy landscape to ensure we remain prepared to lead in the low-carbon economy.





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# Products: energy use

## 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. To continually improve our designs, we invest in research and development, as well as training our employees.

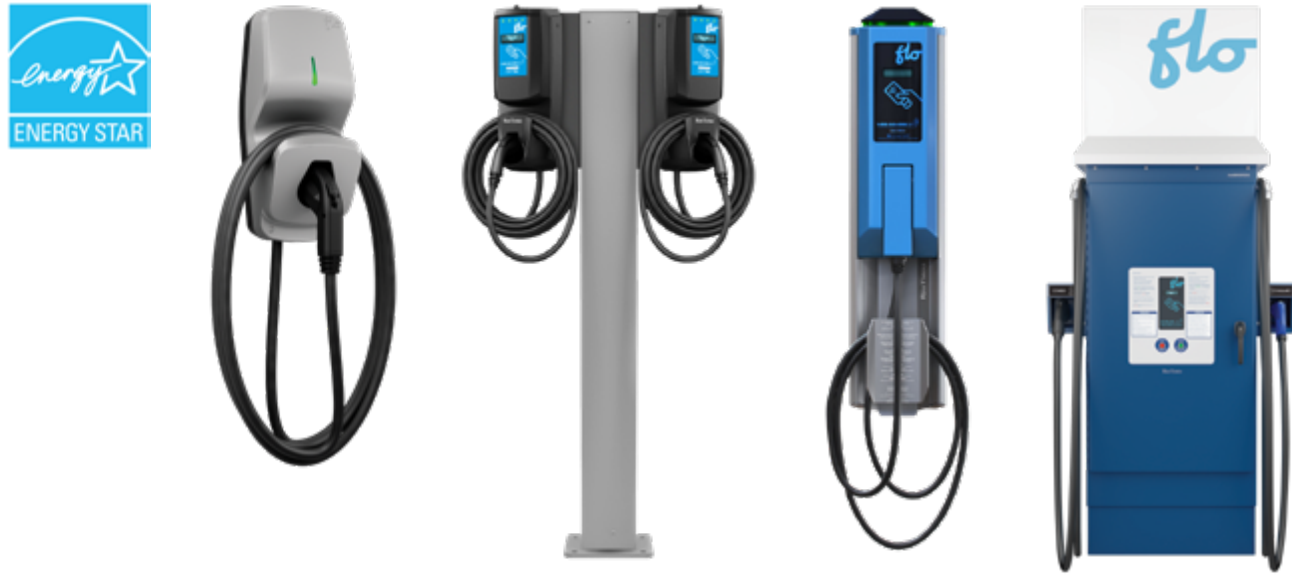
## Actions

Our DC fast chargers and several of our Level 2 EV chargers are ENERGY STAR certified, including the FLO Home™ X5, FLO Home™ G5, and CoRe+™ chargers. In 2022, our SmartDC™ Direct Current Fast Charger (DCFC) became one of the first DCFC EV chargers to be ENERGY STAR certified in North America. In 2023 (FY 2024), our CoRe+ MAX™ and SmartTWO™ chargers also received certifications.

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 demonstrates our commitment to providing an energy-efficient charging solution for our users.

FLO generates over 85% of our revenue from energy-efficient products.



## Case study

### Research and innovation on leading product ecodesign

In FY 2024, we offered a specialized training session for our product, supply chain, and research & development team members on ecodesign for new product development and innovation. The multi-day training was facilitated by l’Institut de developpement des produits and covered concepts such as product lifecycle analysis and corporate, product-related and process-related improvements.

## Forward-looking plans

We are committed to the continued design, development and delivery of energy efficient products that reflect the evolving needs of our customers. This includes considering ways to extend their life and responsible ways to limit waste and promote recyclability at end-of-life.



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# Products: waste management

## 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 for 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 2024, we focused on actioning the results of a waste audit and made the following progress:

- Recycled shredded documents from our engineering department
- Collected and recycled electronic waste and installed hazardous waste recovery barrels that are collected by a specialized third party at the Shawinigan plants

- Added a second cardboard compactor in our Shawinigan plants
- Purchased an electric forklift to replace a propane-powered model
- Developed and published a policy on sustainable printing and paper recycling



**“When our team needed a new delivery truck, we turned to Lion Electric for their Lion6: a zero-emission commercial transportation truck. It is powerful, fun to drive and fit out in FLO colors. From electric vehicle design to charging solutions, Canadian expertise shines throughout North America. We are proud to be part of such a dynamic ecosystem.”**

- Travis Allan, Chief Legal and Public Affairs Officer

## Case study

### Managing waste responsibly in Michigan

Since opening our Michigan facility in 2022, our team has implemented the waste-related best practices from our other facilities. For example, we recycle various industrial products and materials such as polychlorinated biphenyls (known as PCBs), cables, aluminum, cardboard, plastics, wood pallets and fluorescent tube light bulbs. We also partnered with our local recycler to handle newer materials, such as shrink wrap, bubble wrap, packaging foam, Styrofoam, bags, shipping mailers, and paper efforts. Our next endeavors will involve procuring a cardboard compactor and upgrading lighting systems to LED.

## Forward-looking plans

In FY 2025, we plan to perform a materials flow analysis to better understand and quantify the flows and stocks of materials or substances in our processes. This will enable us to continue using resources as efficiently as possible, lowering both our costs and our demand for new materials. We plan to continue to develop processes and practices to improve our waste management.



# Social





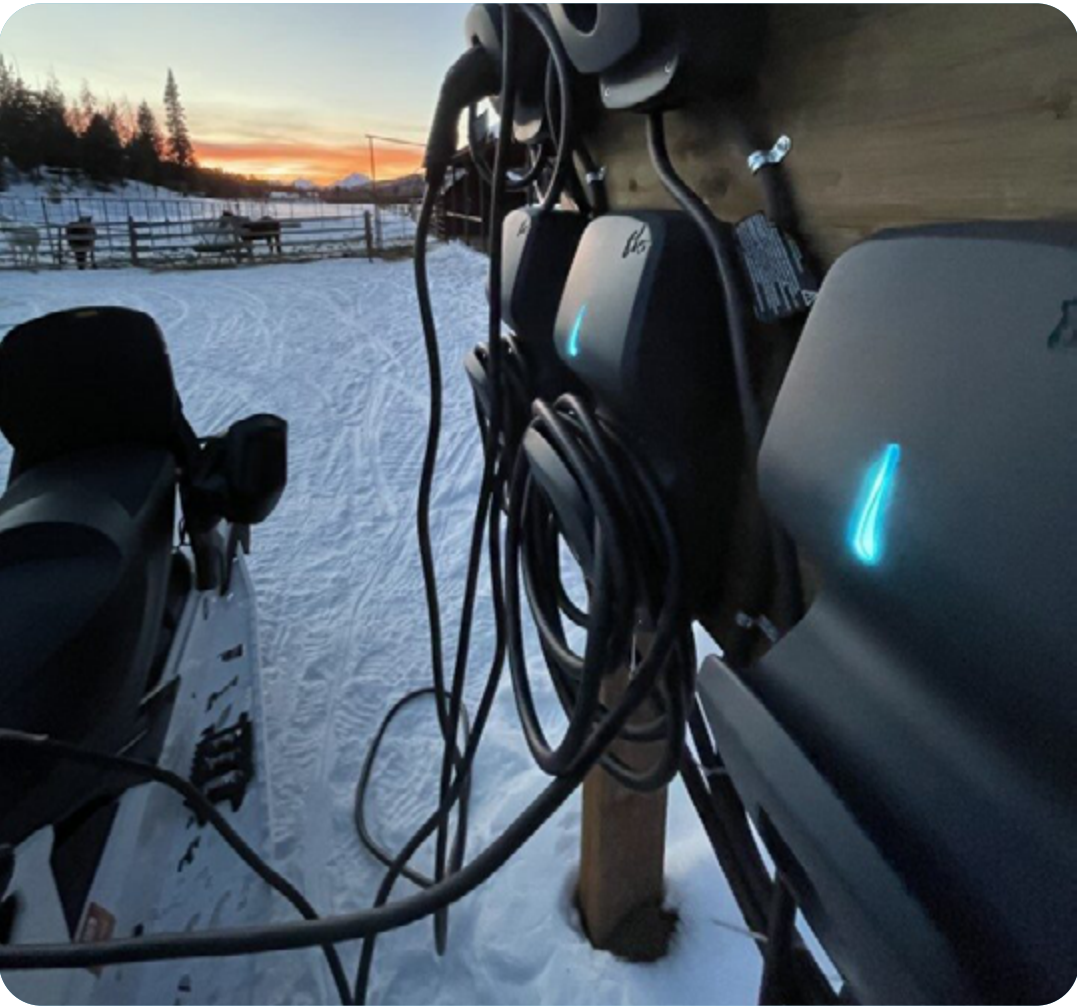
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# Customers: accessibility and equity

## Our approach

We aspire to design chargers that are accessible to all drivers. 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 all drivers, 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.



## Actions

Our product team has designed a new motorized system to assist with fast-charging cable extension and retraction. The [FLO EZLift™ system](#) makes fast-charging cables, which can weigh more than 25 pounds unsupported, easier to handle. This new product feature debuts on the FLO Ultra™ charger and improves the accessibility of our chargers.


**“This system enables users from a wider range of ages, strengths, and sizes to manage heavy fast charging cables more easily”**  
- Nathan Yang, FLO’s Chief Product Officer


Our software team has also improved the accessibility of our charging stations by introducing multiple language options. The FLO Ultra™ charger provides our clients and customers with the option to select English, French or Spanish. This feature allows the FLO Ultra™ to better service our diverse customers and improves the overall charging experience.


**Below are our current products designed using the ADA Standards:**

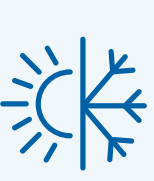
- FLO Home™
- SmartDC™
- CoRe+™
- CoRe+ MAX™
- SmartTWO™ wall mount
- SmartTWO-BSR™
- FLO Ultra™

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

 [Where EV charging meets the ice: FLO’s chargers provide power in the harshest climates](#)

 [More than a charge: how public EV charging stations are powering up communities](#)

 [FLO partners with CA state senator to introduce Equitable EV charging Act](#)

 [Do EV drivers charge more in the cold? FLO’s data analysis of winter impacts on EV charging habits](#)

 [Curbside EV charging makes it in New York](#)



Introduction



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# Customers: accessibility and equity

## Feature

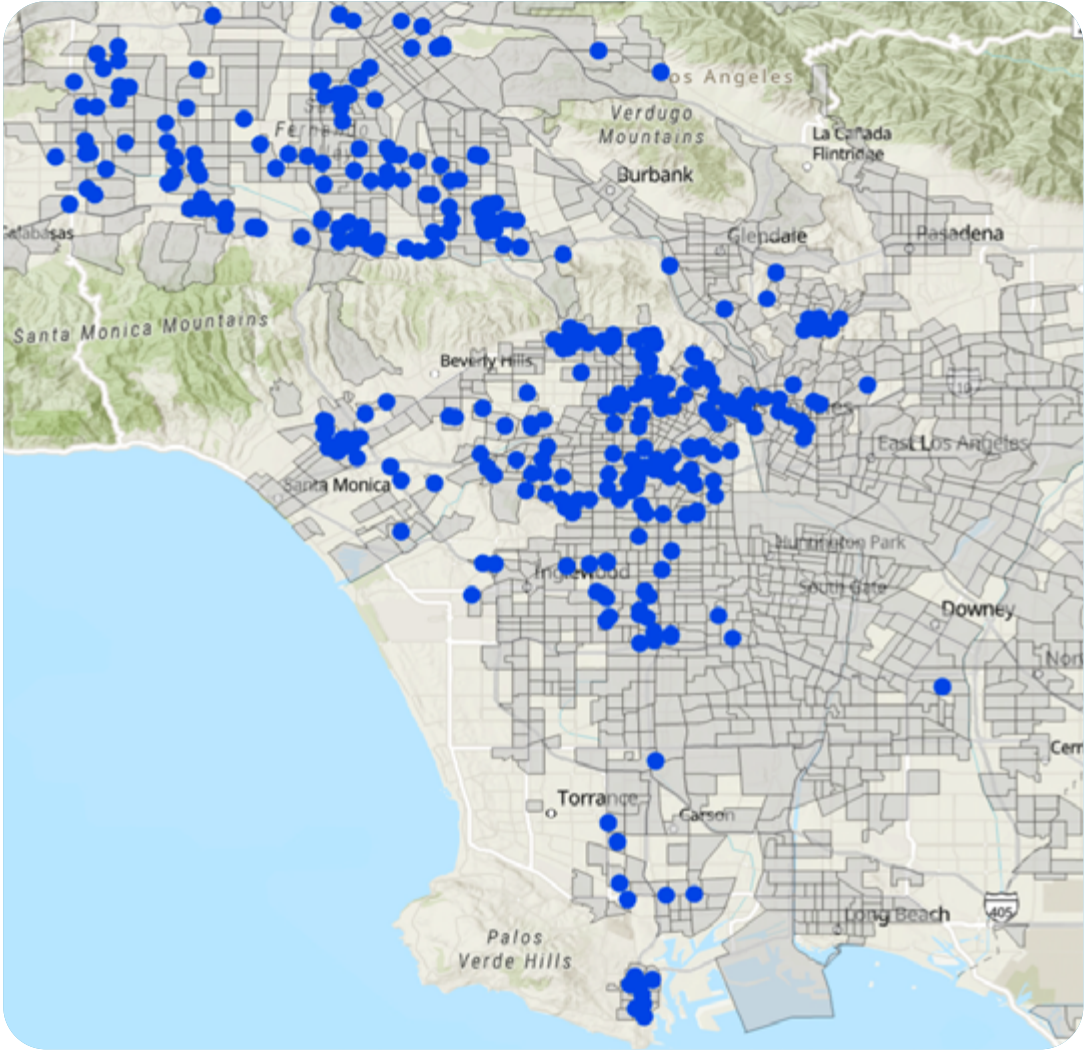
### Locating FLO chargers in Justice40 communities

In February, FLO marked a significant milestone: almost 40% of FLO's U.S. charging stations are in low-income or historically underserved communities.

**“We cannot effectively combat climate change without prioritizing equity in both EV availability and EV charging infrastructure. Unfortunately, many low-income and historically underserved communities, as highlighted by the Justice40 initiative, lack essential EV charging infrastructure, which must come first. At FLO, equity is a core principle driving our approach, ensuring EV drivers have access to reliable charging regardless of where they live. This, coupled with more affordable EVs, will help expand the number of EVs on our roads.”**

- Louis Tremblay, FLO President and CEO

Launched by President Biden, the Justice40 Initiative, directs 40% of the benefits of specified government programs to disadvantaged communities. FLO has deployed chargers in Justice40 areas across several cities, including New York City; Los Angeles; North Hollywood, Calif.; Santa Rosa, Calif.; Cincinnati; Tacoma, Wash.; Seattle; Wisconsin Rapids, Wis.; Indianapolis; Dayton, Ohio; Seiling, Okla.; Calumet, Okla. and other U.S. cities.



Key deployments include:

- Los Angeles — FLO partnered with the city's Department of Public Works to install almost 500 Level 2 charging stations throughout the sprawling urban landscape.
- Tacoma — FLO, Tacoma Power, the City of Tacoma Public Works Department, and other local entities partnered to install public chargers with a focus on equity in underserved communities.
- New York City – A pilot charging program by the New York City Department of Transportation, Consolidated Edison and FLO includes 100 public FLO curbside Level 2 charging stations located across all five boroughs.

**“Equity data paints a concerning picture. Residents from lower-income backgrounds, including Black, African American, Hispanic, or Latino communities, often find home charging out of reach. Curbside and public level 2 charging stations, like those found in our Justice40 deployments, go far in offering a fair transition to EVs for everyone.”**

- Louis Tremblay, FLO President and CEO

## Forward-looking plans

As we continue to roll out chargers and our clients continue deploying public destination and curbside charging ports in Canada and the U.S., we plan to continue to support equitable access in the geographic composition of our network. As new standards emerge for physical accessibility of charging stations, we are considering ways of incorporating equitable design features into our chargers and charging sites. In FY 2025, we plan to conduct focus groups with EV drivers who have various disabilities to better understand the types of accessibility features that would be most beneficial.



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# Customers: safety

## 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 the standards, licenses, and certifications necessary to manufacture and sell EV chargers in Canada and the United States.

## Actions

1

Safety recalls\*

\* Voluntary safety recall; no injuries reported

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.

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 the CoRe+™ charger and the 50 kW model of our SmartDC™ charger.

All our products meet the applicable Canadian Standards Association (CSA) and/or Underwrites 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.

## FLO launches EZLift™ system

Fast-charging cables can weigh more than 25 pounds, making them difficult and clumsy to maneuver. The FLO Ultra™ charger - a new 320 kW fast charger being deployed in Spring 2024 - has been designed with the FLO EZLift™ system, a patent-pending, motorized cable management system that uses smart sensors to automatically retract and return the cable to the charging station once the vehicle has finished charging.

The FLO EZLift™ system, housed in the DC fast charger’s sealed canopies, significantly reduces the force needed to pull the cable to the car to begin charging. During charging, FLO EZLift™ system locks into place, reducing stress on the car’s charging port and reducing the risk of any damaging contact with the vehicle. Once the charging is finished, smart sensors automatically retract and return the cable to the charging station. This prevents the charging cable from lying on the ground, becoming a trip hazard or being run over by other cars.



## Forward-looking plans

We plan to continue to comply with health and safety regulations and monitor the regulatory landscape. We plan to also continue to design products that comply with stringent health and safety regulations and consider the diverse perspectives and needs of our customers.



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# Supplier responsibility

## Our approach

We believe that a strong commitment to ethical supply chains starts with strong leadership in manufacturing, procurement, and logistics. This means assessing and monitoring the ESG performance of our suppliers and, where appropriate, sourcing materials locally from recycled sources.

## Actions

In FY 2024, we made the following progress on supplier responsibility initiatives:

- Formalized an oversight and accountability structure
- Developed the first iterations of a Supplier Code of Conduct and a Procurement Policy
- Continued to build strong relationships with domestic and regional suppliers
- Integrated a formal screening process into our Procurement Policy to assess supplier risks before onboarding and embedded the results into FLO's broader enterprise risk assessment
- Conducted occasional onsite assessments to evaluate supplier capabilities, reliability, as well as health and safety risks

**“At FLO, we understand the indispensable role our suppliers play in our mission to create a sustainable future. We maintain rigorous standards for all our partners, mirroring the high expectations we set for ourselves, particularly in ensuring safe and fair working conditions and promoting responsible business practices. Our commitment is to cultivate stronger, trust-based relationships with our suppliers, characterized by integrity and transparency. As we advance in our journey of sustainable procurement, we recognize that collaboration with our suppliers is essential—we cannot achieve our goals alone and strive for shared business success and values.”**

- Louis Tremblay, FLO President and CEO

## Forward-looking plans

In FY 2025, we aim to continue strengthening our commitment to ethical supply chains by developing a Human Rights Policy and a supplier screening self-assessment questionnaire focused on human rights and ESG concerns using established standards. We plan to develop an ESG questionnaire to guide supplier assessment during onsite visits to evaluate compliance with the Supplier Code of Conduct. We also plan to publish and socialize our Supplier Code of Conduct and Report on Efforts to Prevent Forced Labour and Child Labour, as well as a Human Rights Policy.



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# Employees: health and safety

## Our approach

We believe that upholding the health and safety of our employees is a fundamental social responsibility. A large part of our operations is comprised of assembling products. 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.

This requires codifying our health and safety procedures and abiding by stringent standards. Our Occupational Health and Safety Policy (OHS) aims to institutionalize a commitment to proactively prevent accidents, injuries, and illnesses. It outlines the responsibilities of our staff in maintaining a safe and healthy work environment.

## Actions

In FY 2024, we carried out the following initiatives:

- Established an Occupational Health and Safety Committee at the Michigan assembly plant
- Developed a Safety Program for the Michigan assembly plants and New York electricians to address specific safety concerns and provide guidance for the performance of individual job tasks within the framework of appropriate Occupational Safety & Health Administration (OSHA) standards
- Established and updated Emergency Measures Plans (EMP) at all assembly plants and provided training to EMP coordinators

- Implemented lone worker alert device usage for all on-road solo FLO technicians, all assembly plant workers, and employees in our headquarters' labs
- Opened a new factory infirmary at the Shawinigan assembly plant
- Provided Health and Safety Orientation Training to 150 employees
- Provided Electrical Safety Training to network technicians
- Provided WHMIS training to more than 100 employees on the handling of hazardous products
- Established a Control of Hazardous Energy Program policy to set minimum requirements for the lockout and tagout of hazardous energy sources during maintenance or servicing work on machines and equipment
- The Health and Safety Committee met regularly and made meeting reports accessible for employees to reference

Total recordable incident rate:	1.5
Fatality rate:	0

To support employee health, we offer flexible working arrangements as we recognize that our employees can continue to perform and collaborate effectively while working outside the office or on an alternative schedule. Eligible employees can take advantage of the following arrangements:

- Hybrid work – 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. Our Telework Policy aims to provide remote-capable employees flexibility, promote work-life balance and outline the terms of telework.
- Flex Fridays Project – From May to August, we allow certain employees to extend their work hours from Monday to Thursday so that they can finish earlier on Friday.

We also 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.



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# Employees: health and safety

## Forward-looking plans

Going forward, we plan to 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 our fatality rate at 0. We plan to integrate a software tool to manage relevant documents and monitor our activities. We plan to also empower managers to maintain our preventative safety culture by providing appropriate coaching and training. In conjunction, we plan to implement a training matrix for FLO employees and introduce a mental health program. Lastly, we plan to also carry out a safety audit and risk assessment for new production lines to ensure a safe working environment for our employees.





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# Employees: employee engagement

## 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, professional development, social and environment, inclusion and diversity, and fun.



### 1. Wellness

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

- Celebrated Nutrition Month by providing healthy snacks and education on nutrition at all our offices and assembly plants
- Continued to provide 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 annual employee engagement survey to gather data on job satisfaction, opportunities for improvement and overall feedback for FLO as a workplace
- Invited employees to participate in a workplace health challenge with Défi Entreprises, which rewards the company able to accumulate the highest number of minutes of physical activity per participant
- Provided managers with a toolkit to increase collaboration across departments

**87% of our employees indicate they were satisfied with FLO as a place to work and would recommend FLO as an employer.**



# Employees: employee engagement

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## 2. Professional development

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

- Collectively received more than 12,000 hours of training in a variety of areas
- Conducted mandatory Justice, Equity, Diversity and Inclusion (JEDI) training with all employees
- Provided training to managers and employees on giving feedback, team building and communication
- Created a new Talent Business Partner (TBP) role within the Talent team to support talent management and employee development
- Integrated personal development plans (PDP) into mid-year and year-end reviews for all employees and offered training, tools and support on PDPs by the Talent Team
- Continued to offer English and French classes, MZ3 and Microsoft Office courses and ad hoc training specific to each employee
- Continued to offer Management Essentials training to 20 managers to support them in leadership development





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# Employees: employee engagement



### 3. Social and environment

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

- Received the Smart City Infrastructure Award from Digi International – an award that highlights some of Digi International's most impactful customer projects
- Saw our President Louis Tremblay recognized as a finalist for Leader of the Year at the Gala Prix Reconnaissance RH 2023
- Promoted responsible waste practices by competing in Courses aux déchets, a waste collection race, around the Quebec office that was done in collaboration with other neighboring companies
- Recognized Earth Day by inviting employees to participate in a neighborhood clean-up, with over 150 participants
- Educated employees on methods to reduce both personal and corporate plastic consumption at a town hall as part of the Plastic Free July Initiative led by the Green Committee
- Organized a collection of jeans that were used or no longer wearable as part of a circular economy project in collaboration with DelycaSteph

### Case study

#### Moving for World Mental Health Day

In FY 2024, FLO organized its first Zumbathon on World Mental Health Day, inviting all employees, their families, and friends to a vibrant event that linked physical activity with mental well-being. Led by one of our own employees, the Zumbathon was a spirited affair where participants danced away stress and boosted their mental health. This event not only promoted wellness but also underscored FLO's commitment to community welfare, as funds were raised for Le Club des Petits Déjeuners. All contributions were donated to the foundation, and FLO matched these donations up to a certain amount.



### 4. Inclusion and diversity

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

- Launched an employee resource group, Pride@FLO, creating a forum in which feedback and opportunities for allyship can be shared, as well as a community in which connections can be created
- Honored Pride Month, Women's History Month and International Women's Day
- Continued to welcome new employees from abroad and support their integration into the workplace and living in Quebec through activities facilitated by the Culture Club



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# Employees: employee engagement



## 5. Fun

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

- Launched FLOrida, a social club for FLO employees that will facilitate activities both large and small that are intended to bring people together and support building strong relationships with one another
- Hosted several voluntary social events, including an office BBQ, maple syrup tasting and a Halloween costume contest, as well as our ugly holiday sweater day

Additionally, we continued to hold our weekly virtual town halls with our CEO, Louis Tremblay, and a range of company employees, providing a forum to share accomplishments, news and small or big victories. We hosted this meeting in-person at our Shawinigan plant, and 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

In FY 2025, we plan to focus on enhancing our FLOexperience program and promoting collaboration between teams based on the results of our employee engagement survey by conducting focus groups to better understand employee expectations and needs. The Green Committee also plans to develop a Sustainable Event Guide and a Sustainable Travel Guide to provide practical tips and resources on sustainable travel and sustainable event practices to employees.





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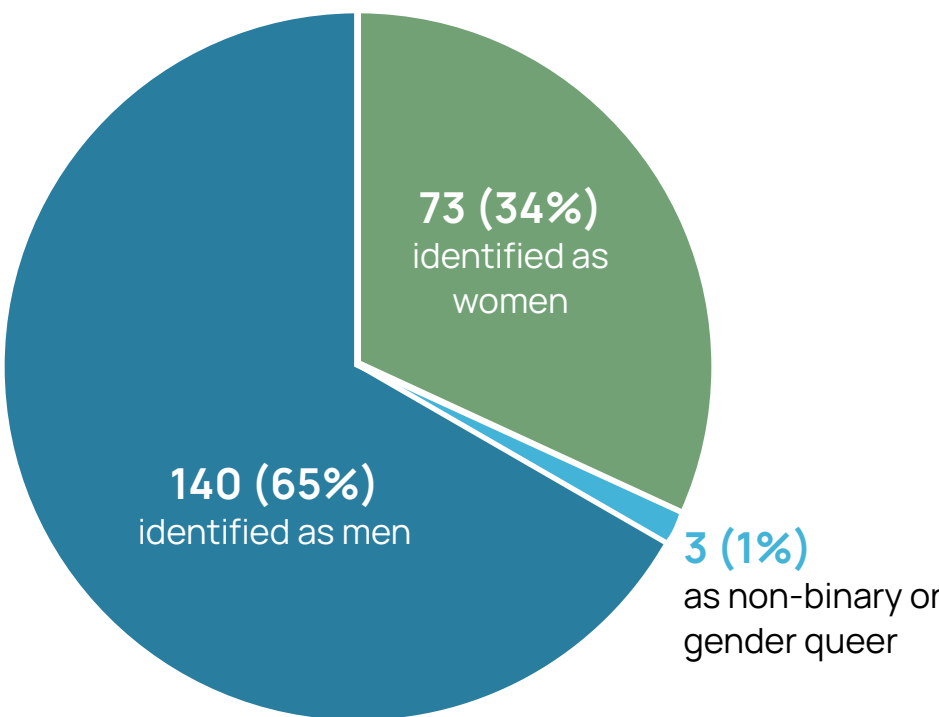
# Employees: justice, equity, diversity and inclusion (JEDI)

## 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 2024, we conducted our annual JEDI survey and continued to build on the JEDI initiative launched in FY 2023. Of the 217 employees who responded to the survey (including interns and temporary staff), 34% (73) identified as women, 65% (140) identified as men, and 1% (3) identified as non-binary or gender queer.

Figure 3 - Gender Ratio



## Actions

In FY 2024, we made the following progress on JEDI initiatives:

- Administered an annual JEDI survey to collect employee demographic data and feedback from employees
- Provided JEDI training to all employees on topics including awareness, privilege, micro-aggressions and allyship
- Collected employee feedback on mandatory JEDI training to evaluate the structure and content of the training to understand ways to provide a better employee experience
- Implemented processes to answer accommodation requests from employees
- Introduced a mentorship program that pairs new employees with seasoned counterparts who share similar experiences to facilitate the exchange of insights and tools that support navigating professional environments efficiently
- Shared a call for ambassadors to the JEDI governance team to all employees who would like to support, coordinate and drive JEDI initiatives within FLO
- Launched Pride@FLO, an employee resource group (ERG), to create connections, build a sense of community, share feedback and opportunities for allyship

- Promoted Women@FLO to foster community and allyship, advance gender equity initiatives, and celebrate important moments throughout the year

## Spotlight: FLO's JEDI commitment

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, by 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 JEDI 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.



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# Employees: justice, equity, diversity and inclusion (JEDI)

75%

of participants agreed there is strong leadership support of JEDI

93%

of participants agreed they are included and respected by their manager

87%

of participants agreed they could be successful as their authentic selves

81%

of participants agreed they have equal career opportunities regardless of their background or who they are

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

## Forward-looking plans

In FY 2025, we plan to sustain our JEDI culture and continuously improve our performance. Our Women@FLO and Pride@FLO ERGs are currently developing action plans that outline focus areas and initiatives for FY 2025. Additionally, we plan to revise the structure and content of our mandatory JEDI training based on employee feedback. We plan to also continue to administer our JEDI survey annually to gather more comprehensive employee demographic data as well as feedback on FLO's culture and inclusivity.





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# Employees: volunteering

## Our approach

We are proud to have employees who support the decarbonization of the transportation sector – both in Canada and the United States. We believe we have a responsibility to invest in and give back to the communities in which we operate. In addition to this, we seek ways to engage with 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 year, our CEO led a call to action on International Volunteer Day in December to encourage all employees to volunteer at an organization in the community. The call to action was hugely successful and resulted in a significant increase in the number of employees who took advantage of the “Connect with the Community” day. Employees volunteered with several organizations that require support preparing for the holidays including Moisson Québec, Moisson Montréal, and Moisson Mauricie, as well as other local charities and organizations of their choice.

124

of FLO employees used “Connect with the Community” and volunteered their time in 2024

501

hours volunteered through “Connect with the Community” in 2024

We are also proud to have supported OneTreePlanted, a non-profit focused on global reforestation, with over \$50,000 USD towards:

- Planting mature native trees in Kissena Park, New York
- Planting saplings in Ontario as part of a forest fire restoration project
- Supporting operational programming that makes helping restore forests, habitats, and biodiversity possible

## Forward-looking plans

We plan to continue offering volunteering opportunities and encourage strong participation across our employees.





# Governance





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# Board composition and competencies

## 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 with a deep understanding of the Canadian and U.S. market. As we advance on our ESG and JEDI initiatives, we seek 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

## Actions

Board composition as of March 31, 2024:

**38%** of Directors identify as women (3/8)

**62%** of Directors are independent\* (5/8)

\*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. To learn more about the Board, visit here: [Leadership | FLO](#)



**Tom Werner**

Business Advisor & Former CEO, SunPower



**Louis Tremblay**

President & CEO, FLO



**Renée Bergeron**

Chief Operating Officer, AppDirect



**Philippe Bonin**

Chief Financial Officer, Talent.com



**Richard Cherney**

Senior Partner, Davies Ward Phillips & Vineberg LLP



**Cassie Bowe**

Partner, Energy Impact Partners (EIP)



**Pierre Nelis**

Chief Operating Officer, Inno-Centre



**Dany St-Pierre**

President, Cleantech Expansion



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# ESG oversight and accountability

## 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 are implementing the necessary practices and committees to ensure we are governed by a robust oversight process.

## Actions

The Board of Directors has ultimate responsibility for overseeing ESG activities. FLO’s Executive Team is accountable for ESG and is responsible for monitoring initiatives across the company to ensure progress is made and that our activities align with our ESG policy. The Chief Legal and Public Affairs Officer, Travis Allan, acts as a sponsor of ESG initiatives, liaising with the ESG Implementation Lead for decisions on certain matters.

We also designated Maude Blouin, our Communications Director, as the ESG Implementation Lead to oversee the strategic planning of ESG initiatives and the coordination of efforts across the company. This role involves liaising with both the ESG Sponsor and the ESG Steering Committee to bridge communication and ensure alignment. The implementation lead is supported by the ESG and Communications Coordinator, Jana Abdul, who is also responsible for tracking progress against our ESG roadmap.

The ESG Steering Committee, which consists of professionals from across business units, supports the Executive team by advising on key ESG matters. This committee also aids in promoting the ESG roadmap within the company, ensuring ESG principles are embedded in our operations and culture.

All employees and our Green Committee, a group of employees who act as ambassadors and promote employee engagement and sustainability, contribute by executing on our ESG commitments.

## ESG Committee



**Maude Blouin**  
Communications Director



**Travis Allan**  
Chief Legal and Public Affairs Officer



**Jeff Dion**  
Senior Product Director



**Yann Benoit**  
Senior Network Operations Director



**Francis Baillargeon**  
Chief Financial Officer



**Jana Abdul**  
ESG and Communications Coordinator



**Jennifer Kanji**  
Marketing Director, Branding and Digital



**Simon Cousineau**  
Financial and Corporate Development Director



**Pascale Boudreault**  
Senior Talent Management and Development Director



**Alexandre Robinet**  
Supply Chain Manager



**Sarah Faye**  
Specialist – Sales Operations



**Annick Chenard**  
Proposal Director



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# ESG oversight and accountability

## Green Committee



**Yann Benoit**  
Senior Network Operations Director



**Kerri Whelan**  
Senior Product Marketing Manager



**Travis Allan**  
Chief Legal and Public Affairs Officer



**Vivek Trivedi**  
Business Development Manager



**Jana Abdul**  
ESG and Communications Coordinator



**Marie-Hélène Bellemare**  
In-Transit Strategy Manager



**Sarah Faye**  
Specialist – Sales Operations



**Anne-Laure Lucas**  
Construction Project Manager



**Julien Kuzdzal**  
Construction Project Manager



**Rose Lenoff**  
Business Development Manager



**Pierre-Gilles Vaillancourt**  
Manager – Quality

## ESG Oversight and Responsibility



## Forward-looking plans

Our ESG Steering Committee and Green Committee plans to 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 plans to continue to collaborate with other companies to support FLO's sustainable initiatives.



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# Business ethics

## Our approach

We are committed to upholding a high ethical standard within and outside of the workplace. We do so by prioritizing honesty, professional responsibility, and compliance with FLO's values and 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 2024, we adopted a Code of Ethics to establish our ethical rules and professional conduct obligations, and guide our conduct in- and outside- the workplace. This code also enshrines the high standards we meet in fulfilling our responsibilities and explains the fundamental values and standards of behavior that FLO shareholders and stakeholders expect in all aspects of our business. We also adopted a Whistleblower Policy and named a Chief Whistleblowing Officer to provide a mechanism to confidentially report potential infractions, safeguard the integrity of FLO, and support adherence to the Code of Ethics and respect of all applicable laws, rules and regulations.

In FY 2024, we made the following progress:

- We adopted a Policy on the Responsible Use of Artificial Intelligence Tools, which outlines the acceptable use of web and artificial intelligence (AI) tools to protect customers, employees and the company
- We updated our Canadian Drug and Alcohol Policy in accordance with applicable laws to ensure a healthy and safe work environment

## Forward-looking plans

In FY 2025, we plan to 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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# Data privacy, cybersecurity and information security

## Our approach

At FLO, we maintain an unwavering commitment to stringent information security. 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 and technological advancement and connectedness of smart charging technology and services users want and rely on, and that enable convenience, energy, and grid-saving integrations. We diligently maintain the integrity of our cybersecurity and data privacy systems through our information security management system and existing privacy policy.

## 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 2024, we made the following progress:

- Ensured all employees who handle Personal Identifiable Information (PII) as part of their job completed a mandatory Canada Privacy Training designed to provide information on Canadian privacy requirements
- Maintained an average of 90% completion rate of cybersecurity trainings
- Performed phishing tests using advanced artificial intelligence (AI) to help improve our prevention of hacking attacks
- Achieved our first official System and Organization Controls (SOC) 2 Type 1 cybersecurity certification, which follows a comprehensive independent audit of our security infrastructure and recognizes our focus on network security and privacy
- Continued improving the completeness, accuracy, consistency and relevance of our data and business glossary through meetings and working sessions with our Data Governance Steering Committee
- Conducted a tabletop exercise with the Executive team and the Cybersecurity Steering Committee to simulate real-world cybersecurity incidents to test and improve FLO's response capabilities

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.

## Forward-looking plans

Going forward, we plan to work towards SOC2 Type 2 certification. We plan to adopt leading cybersecurity best practices in our products and the design, implementation, and the management of FLO's infrastructure. FLO also plans to ensure regulators and charging station owners understand the importance of cybersecurity in EV charging.





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# Advocacy and regulatory involvement

## Our approach

Our mission is to help overcome climate change and accelerate the adoption of electric vehicles by offering the best EV 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.

For example, in FY 2024 we partnered with over 50 leading industry organizations to introduce legislation – House Bill 5083 – to implement a Clean Fuel Standard in Michigan. The Michigan Clean Fuel Standard is a proposed law that would require a reduction of carbon emissions by producers and suppliers of transportation fuels. The policy would increase access to cleaner and lower-cost fuels, including EV charging, and support domestic fuel production and energy independence. For more information, visit:

[Clean Fuels Michigan I Coalition](#)

We also joined 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. For more information, visit: [Press Release I FLO joins National Charging Experience Consortium](#)



## Case study

### California’s Equitable EV Charging Act

Home charging is considered to be the most convenient, cost-effective solution to advance EV adoption. And yet, the California Energy Commission (CEC) found that no more than 33% of multi-family housing residents have access to home charging and that lower income residents, and residents who identify as Black, African American, Hispanic, or Latino have the lowest access to home charging.

In FY 2024, FLO and It’s Electric Inc. co-sponsored Assembly Bill 2427, the Equitable EV Charging Act, in California to increase access to EV charging for residents of multi-family housing by making it easier to deploy curbside charging. AB 2427 requires the CEC to assess the potential benefits of curbside charging for those who have the least access and requires the Governor’s Office of Business and Economic Development to develop permitting tools and best practices so that local governments can more seamlessly help realize these benefits. It also requires local governments to consider these tools when developing permitting requirements and criteria to assist developers in siting and deploying curbside charging.

**“If we strategically leverage the public right-of-way, we open up numerous new possibilities to increase communities’ access to EV charging right at the curb. But doing so requires planning and collaboration between both the state and local governments. This bill supports that work and will help expand charging access for the Californians that need it the most.”**

- Louis Tremblay, FLO President and CEO

## Forward-looking plans

We plan to 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.



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# Standard indices: SASB – industrial machinery & goods

## 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	<a href="#">Environment - Products: Energy Use</a>
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	<a href="#">Social - Employees: Health and Safety</a>
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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# Standard indices: SASB – industrial machinery & goods

## 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	<a href="#">Introduction - FLO Overview</a>



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# Standard indices: SASB – electrical & electronic equipment

## 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	<a href="#">Environment - Products: Energy Use</a>
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	<a href="#">Social - Customers: Safety</a>
	Total amount of monetary losses as a result of legal proceedings associated with product safety	Quantitative	Reporting currency	RT-EE-250a.2	Not disclosed
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	<a href="#">Environment - Products: Energy Use</a>
	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	<a href="#">Governance - Business Ethics</a>
	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Quantitative	Reporting currency	RT-EE-510a.2	Not disclosed
	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting currency	RT-EE-510a.3	Not disclosed



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# Standard indices: SASB – electrical & electronic equipment

## 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	<a href="#">Introduction - FLO Overview</a>

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