ESG Policy Statement

November 2026

Fleet Operations is committed to incorporating environmental sustainability, social responsibility, and effective corporate governance into all aspects of our business.

This ESG policy statement reflects our commitment to improving how our business decisions and policies address opportunities for sustainability. We expect this policy statement to be upheld by all employees, including the Management Board Team. As we look ahead to the future, we will continue to be transparent and remain focused on expanding our sustainability efforts.

Environmental Sustainability

We are committed to operating in an environmentally responsible manner to reduce our impact on climate change, conserve natural resources and operate in compliance with environmental regulations.

Social Responsibility

We are committed to being a socially responsible employer by fostering an environment of diversity and inclusion across our business, with a focus on empowering women and minorities, operating ethically and supporting our local communities.

Corporate Governance

We are committed to building a culture dedicated to ethical business behaviour and responsible corporate activity. We believe strong corporate governance is the foundation for delivering on our commitments.



In August 2025 we undertook a globally recognised ESG assessment by EcoVadis and were delighted to receive a Bronze medal. We are now working towards a Silver medal in 2026.

ENVIRONMENTAL SUSTAINABILITY

Our Carbon Footprint and Net Zero Commitment

Fleet Operations is committed to reaching net zero greenhouse gas emissions across Scopes 1, 2 and 3 by 2040. This means reducing our absolute emissions by at least 90% from our FY2024/25 baseline and permanently removing any residual emissions, rather than relying on offsets. We will report progress against the KPIs below every year.

Key performance indicator	2022 (previous assessment)	FY2024/25 (baseline)	Target
Scope 1 emissions (tCO_2e): gas, refrigerants, fleet fuel	6.3	6.7	Scopes 1 and 2: 50% reduction by 2030
Scope 2 emissions, market-based (tCO_2e): electricity incl. EV charging	3.2	6.7	Included in Scope 1 and 2 target
Scope 3 emissions (tCO_2e): commuting, homeworking, supply chain, waste	51.5	84.3*	30% reduction by 2030
Total emissions (tCO_2e)	**61.1**	**97.7***	**Net zero by 2040 (at least 90% reduction)**
Emissions per employee (tCO_2e)	0.72	0.92	Reduce every year
Renewable electricity (% of kWh)	85%	100%	Maintain 100%
Company car mileage driven in battery electric vehicles	48%	89%	100% (fleet now fully electric)
Office waste recycled or composted	46%*	77%	At least 90% by 2028

*Sources: 2022 figures are from the ESGgen Analyse & Assure report (limited assurance, ISAE 3000). FY2024/25 (April 2024 to March 2025) figures are from the SBEN Carbon Tracker using UK Government 2024 conversion factors, plus employee commuting and homeworking (69.6 tCO_2e) from our May to July 2025 staff travel survey. The FY2024/25 total is higher than 2022 because our measurement is now more complete (commuting survey, refrigerants and energy supply-chain emissions are now included), not because our activity increased, so FY2024/25 is used as our baseline. Scope 2 is reported on a market-based basis: our electricity is supplied on a 100% renewable tariff (SmartFix), so the remaining Scope 2 relates to charging our electric and plug-in hybrid company cars, calculated from mileage. On a location-based basis, Scope 2 is 24.2 tCO_2e. * Includes estimates: purchased goods (4.8 tCO_2e) and business travel (0.9 tCO_2e) are carried forward from 2022 until updated data is available; 2022 waste recycling was estimated from national averages. 2030 targets are proposed and subject to Management Board approval.*

Emissions

At Fleet Operations we are acutely aware that transport is a major contributor to greenhouse gas emissions. Supporting and leading the electrification and decarbonisation of transport, whether business, commuting or private mileage, is our overriding strategic focus and the most significant way we can help reduce these emissions.

At Fleet Operations our leased company car fleet is 100% battery electric. We are also committed to supporting our customers to transition to Battery Electric Vehicles

(BEVs) by providing consultancy support and expertise to drive forward BEV adoption, highlighting to our customers the cost savings through Total Cost of Operation (TCO) modelling, driver savings due to lower Benefit in Kind (BIK), Duty Cycle analysis, conversion and rightsizing advice for commercial fleet operators combined with energy consumption and carbon reporting to provide actionable insights to accelerate the transition from Internal Combustion Engine (ICE) vehicles to BEVs.

To reduce our Scope 3 commuting emissions, we provide an EV-only salary sacrifice scheme to encourage employees to adopt a zero-emission vehicle. To further support BEV adoption, we have installed seven 7.4kW charging points, which are free to use.

To assist our customers and drivers we have established strategic partnerships with specialists to support the installation of home and workplace chargers and to provide access to public charging infrastructure.

Waste Management

Whilst we do not produce large quantities of waste, Fleet Operations treats the management of waste as an integral part of our overall environmental management approach. We strive to minimise waste wherever possible and where waste is generated, for example in the operation of our office, we ensure that all recyclable materials are dealt with appropriately. To encourage our employees to further reduce waste generation and optimise our disposal process, particularly in the areas of paper, food and equipment disposal, we have removed individual waste bins and installed colour-coded recycling bins throughout our offices. In 2023 we moved to a new waste management provider to give us more granular data on our waste, and we are working towards near-100% recyclability.

Energy Consumption

As a services company, our energy consumption is largely limited to the operation of our office, including lighting, power sources, and heating. We approach the management of our energy consumption as an integral part of our overall environmental management approach. We have already installed energy-efficient lighting, PIR sensors and solar panels, and we source our electricity from 100% renewables.

We are exploring ways to reduce our gas usage and will continue to seek opportunities to reduce demand and improve the sustainability of our offices. To further reduce our energy consumption, we continue to promote a hybrid working model. Fleet Operations holds ISO 14001 Environmental Management certification.

Fleet Operations will continue to work with our supply chain to identify reciprocal opportunities to reduce our collective carbon footprint and will introduce further assessments of our suppliers' environmental performance.

SOCIAL RESPONSIBILITY

Although we use advanced IT solutions across our business, the core engine of our operation is driven by our people, their experience and dedication, along with our strong commitment to training and development.

Our people and cultural ethos are driven by our dedication to our company values - ACHIEVE. This underpins our approach to what we do, how we do it, and how much we enjoy it!



We are committed to providing a positive work environment that offers optimal support to our employees. We will continue to implement flexible working strategies that reflect the social impact of working conditions and allow us to deliver excellence in service and products to our customers and the wider communities in which we operate.

Training and Working Conditions

We are committed to supporting the growth and upskilling of our employees to develop the best talent and expertise to maintain our reputation as industry leaders through internal and external training programmes. In 2022 we invested in a dedicated Talent and Excellence Manager to provide a suite of training programmes across all areas of fleet management as well as ensuring our employees are supported with a healthy work environment with modules focussing on looking after their physical and mental wellbeing, environmental awareness and health and safety awareness.

In October 2024 we appointed a new 'Head of People' to continue the focus on our great people, culture and to develop and implement strategies that touch all aspects of the employee lifecycle to drive performance, development, engagement and retention.

Regulatory Training

In addition to specific role-related training, new starters complete mandatory e-learning training within two weeks of joining. This includes subjects such as financial crime, data protection, information security, health & safety, and respect and

equality. Existing employees receive annual refresher training as well as ad hoc awareness campaigns.

Diversity and Equal Opportunity

Our continued success is reliant on the expertise of our employees and we are committed to being an inclusive employer with a focus on equal opportunity and diversity. Diversity helps us attract, retain and develop an engaged workforce ensuring we deliver service excellence and grow sustainably.

At Year End 2025 the workforce was made up of 49.5% female and 50.5% male. In 2024 it was 52% female and 48% male.

Non-Discrimination

We are committed to supporting the principle of equal opportunities and oppose all forms of unlawful or unfair discrimination on the grounds of age, colour, race, nationality, ethnic origin, sex, marital status, disability, part-time or fixed term status, parental responsibilities, religion or belief, sexual orientation, gender reassignment, or pregnancy and maternity.

Our aim is to recruit, train and promote the best person for the job, to make full use of the talents and resources of all our employees and to create a working environment free from unlawful discrimination, victimisation, and harassment in which all employees are treated with dignity and respect. We will continue to improve education and processes to identify and address perceptions that foster discrimination.

Modern Slavery

Fleet Operations' own operations are relatively low risk, and we do not tolerate any form of enslavement or exploitation. We are committed to ensuring measures are in place to minimise the risk of modern slavery in our business and in our supply chain. To ensure that we are conducting business in an ethical and transparent manner we have policies in place which include:

- A robust recruitment policy, including conducting right to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
- A whistleblowing policy so that all employees know that they can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.
- A Corporate Social Responsibility Policy that explains the way we behave as an organisation and how we expect our employees and suppliers to act.

Fleet Operations conducts due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes an online search to ensure that the organisation has never been convicted of offences relating to modern slavery. Our suppliers are required to confirm that no part of their business operations contradicts this statement, or our Corporate Social Responsibility policy.

In addition to the above, we require that they confirm to us that:

- They hold their own suppliers to account over modern slavery.
- They pay their employees any prevailing minimum wage applicable within their country of operations.
- They accept that we may terminate the contract at any time should any instance of modern slavery become known.

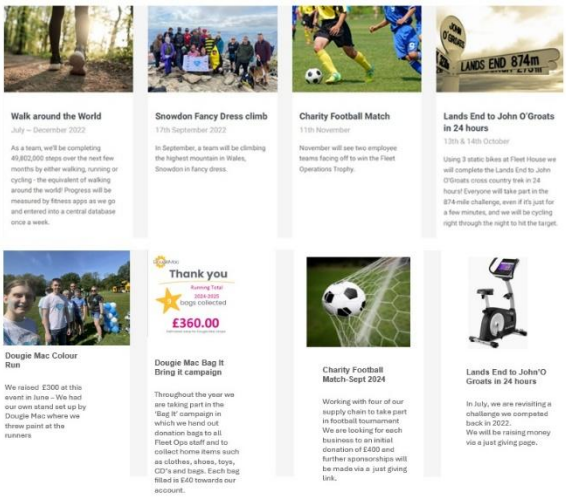
Customer Privacy

In order to drive decisions, create value propositions for our customers and operate in an efficient manner we need to collect and process personal and business information. The way in which we collect, use, and retain this information is strictly governed by detailed processes to comply with all applicable privacy laws in whichever jurisdiction we operate in.

Fleet Operations holds ISO 27001 Information Security Management certification and will continue to enhance its employee data security training modules on a regular basis with a focus on cyber security awareness. In March 2024 we introduced Arctic Wolf and, as part of our continued commitment to improving our internal security and handling of personal data, we have introduced a security awareness and GDPR training campaign with Cyber Security Awareness via the 5minsAI Platform. The GDPR training is issued to all current Fleet Operations staff and will be completed every 12 months, and all new starters will receive this training in their onboarding process.

Community

Fleet Operations is proud to support our local community and in 2022 as we celebrated our 20th year in business, we encouraged all employees to take part in local volunteering during working hours. To further support the wider community and the planet we successfully met a challenging fundraising target of at least £20,000 with all funds divided amongst 20 local and national charities, each chosen by our employees, some for very personal reasons. In 2024 following an employee survey, we sponsored the Dougie Mac Hospice which has played a big part in the local community.



Dougie Mac donations totalled **£9,481** across a range of activities including a Colour Dash, a Euros sweepstake, a charity football match, a Land's End to John o'Groats cycle challenge and Dougie Mac's Bag It Bring It campaign.

In 2025 we relaunched our Charity and Social Committee with an impressive 12 members and implemented a Charity and Social calendar for the year. We also

invited employees to nominate and vote for our Charity of the Year to be supported throughout 2026. This resulted in a partnership with Dementia UK, and we have since held a range of fundraising and awareness activities in support of the charity, alongside our continued support for Dougie Mac and the Gingerbread Centre.

At Christmas 2025 we supported the Gingerbread Centre Christmas Wishlist Appeal, donating 108 presents to families in need along with **£200**.

Following this, we supported the Gingerbread Centre Easter Egg Appeal, collecting 20 activity craft packs and 55 eggs and rounded off the year with 162 bags donated to Dougie Mac.



On 19th September 2026 we completed the Three Peaks Challenge in support of the Shooting Star Cancer Ward in Wrexham, raising **£1,672**. This was further boosted by a very generous donation of **£2,000** from Enterprise Vehicle Rental, bringing the total raised to a fantastic **£3,672**. The challenge was a significant fundraising initiative and further demonstrates our commitment to supporting charitable causes beyond our nominated charity partnerships.

In 2025 Fleet Operations donated £11,475 to our nominated charities. As of October 2026, we are on target to increase this by 15%. We also make small monthly donations to Cancer Research UK, WaterAid and Save the Children.

https://www.fleetoperations.co.uk/charity

We also recognise that our community is not just about people but the natural environment around us, which has never been under greater pressure. We have taken part in the planting of 200 trees at a local park and sponsored two beehives with Buckley's Bees to help reverse the decline of the native honeybee population in the UK.





We will continue to support our local communities as the cost of living continues to put pressure on households, and we will encourage our employees to take part in local volunteering projects, as the rewards of giving back and doing good are immeasurable for the charities, community, and wellbeing of our employees.

CORPORATE GOVERNANCE

Fleet Operations is committed to upholding strong business governance practices that foster ethical conduct, transparency, and accountability throughout our operations. As a small business based in the UK, we recognise the importance of maintaining high standards of corporate governance to build trust with our stakeholders and drive sustainable growth. To ensure awareness and adherence to these policies, Fleet Operations conducts regular e-learning sessions for our employees.

We adhere to the relevant laws, regulations, and industry best practices that govern our business operations. Our commitment to sound governance is reflected in the following key areas:

Code of Conduct

We expect our employees to uphold the highest standards of conduct and comply with all relevant legislation. Fleet Operations' Code of Conduct clearly outlines our expectations and guidelines for ethical behaviour in the workplace. We regularly review and improve this code, including training initiatives, to ensure its effectiveness and address any breaches that may occur.

Whistleblowing Policy

Fleet Operations is committed to identifying and appropriately addressing serious misconduct or malpractice. We recognise the importance of providing a mechanism for raising concerns and reporting such conduct. Our Whistleblowing Policy encourages employees to come forward with reasonable grounds to support their concerns, ensuring that serious misconduct is identified and addressed promptly. In August 2026 we partnered with Safecall, an independent provider of whistleblowing services, to introduce a confidential hotline, giving employees an additional way to raise genuine concerns alongside our existing internal reporting routes.

Supply Chain Management

We believe in promoting ethical behaviour not only within our own operations but also throughout our supply chain. We carefully select suppliers who operate in accordance with recognised national and international standards and codes of practice. To ensure compliance, we have implemented a Supplier Code of Conduct and a Procurement Policy that outline our expectations in areas such as ethical business practices, anti-competitive conduct, labour and human rights, work health and safety, environment, and information confidentiality.

Anti-Corruption and Bribery

Fleet Operations strictly prohibits any form of bribery or corruption, regardless of the location of our operations. Our Anti-bribery and Corruption Policy reflects our commitment to conducting business activities with integrity and implementing measures to prevent bribery and corruption. We expect our employees to demonstrate honesty, integrity, and fairness in all their business dealings. We promote awareness of and compliance with our policies through clear communication, procedures and training programmes.

Anti-Competitive Behaviour

Maintaining a reputation for ethical behaviour and integrity in our business dealings is of utmost importance to us. Our Code of Conduct sets clear expectations for responsible business practices, including how we interact with competitors and customers. We actively monitor compliance with the Code to ensure we meet our high standards.

Risk and Crisis Management

Effective risk management is vital for the continued success of Fleet Operations. We have established an Audit, Risk, and Compliance Committee as a subcommittee of our Board, along with a dedicated internal audit function. The Committee reviews our risk management and internal control frameworks, while the internal audit function provides independent assurance on governance, risk management, and internal control processes to the Board and management.

Overall, Fleet Operations remains dedicated to upholding responsible business practices, managing risks, and maintaining ethical conduct across all aspects of our operations.