

2024

saba^o

Impact Report

Sustainability at Saba UK



Introducing our Impact Report



I am delighted to present our 2024 Impact Report, a testament to our ongoing commitment to sustainability, innovation, and collective responsibility. This year, we have made significant progress in delivering our sustainability strategy, guided by our core pillars: Planet, People, and Places.

In 2024, we achieved a major environmental milestone by reducing our Scope 2 emissions to zero through the procurement of 100% renewable electricity. We also delivered an 8.4% reduction in our total carbon footprint and made strong progress in electrifying our fleet (now more than a third of our vehicles are electric). These results were possible thanks to the dedication of our teams and the power of partnership, whether working with clients to deploy renewable energy, or collaborating with suppliers to scale up sustainable solutions across our sites.

Our commitment to sustainability extends beyond the environment. In 2024, we made significant strides in supporting our people and the communities we serve. We expanded our Real Living Wage contracts, enhanced professional development and wellbeing support, and launched new diversity and inclusion initiatives. Our partnership with a local Wildlife Trust and improvements to accessibility at NHS parking sites are just two examples of how we are making our places safer, more inclusive, and better for nature.

However, we recognise that meaningful progress rarely comes without challenges. This year, our Scope 3 emissions—those indirect emissions embedded in our value chain—rose as we improved data collection and reporting. This increase reflects a more accurate picture of our total impact but also highlights the complexity of addressing emissions that extend beyond our direct control. Tackling Scope 3 emissions requires deep collaboration across industries, supply chains, and communities. It is a reminder that many of the sustainability challenges we face are systemic: they cannot be solved by one organisation alone, but demand co-ordinated, long-term action from all stakeholders.

We are proud of the progress we have made, but we are equally aware of the work that lies ahead. Achieving net zero, creating inclusive workplaces, and supporting resilient communities will require us to continue learning, adapting, and working closely with partners old and new. We are grateful for the dedication of our teams, the engagement of our clients, and the support of our suppliers and community partners.

Phillip Herring
Managing Director
Saba UK

Saba UK's Sustainability Strategy

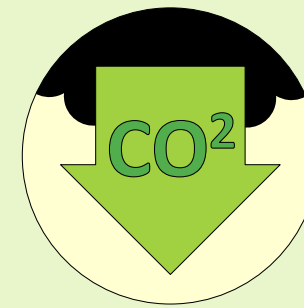
Striving to positively impact the planet we live in, the people we work with, and the places we occupy, in all areas of the business.

These aims align with our company mission – to provide solutions for sustainable mobility – and our vision – to be an international leader in the parking and sustainable mobility services sector.

Our sustainability strategy consists of three main pillars of action – Planet, People and Places. Underpinning these pillars is a final pillar of Governance – acknowledging that accountability and a transparent governance structure are vital for any actions and targets to be achieved.

The Aim

We will positively impact the people we work with, the planet we live in and the spaces we occupy in all areas of the business.



Planet

We will ensure Saba UK's impact is net positive for carbon and other environmental issues of material significance.

Key Topics

- » Resource Use
- » Carbon Footprint
- » Vehicle Fleet Electrification



People

We will ensure our workforce is happy, healthy and representative of the communities and places we operate within.

Key Topics

- » Diversity and Inclusion
- » Employee Health and Wellbeing
- » Employee Development



Places

We will ensure our spaces are safe, accessible for all, and offer mobility solutions for a sustainable future.

Key Topics

- » Customer Safety
- » Mobility Offerings
- » Accessibility for All

Governance

We will ensure Saba UK is compliant with existing and upcoming regulation and legislation, transparent in its processes, with a framework that ensures accountability throughout the organisation and that social and environmental issues are considered within the decision-making process.

Governance

Ensuring Accountability Throughout Our Organisation

For action to be realised and to ensure it is appropriately ambitious and impactful, good governance is essential. For ambitions to be delivered, they must be owned by Senior Management and strategically prioritised. Progress must be regularly evaluated and results reported to the highest levels of governance.

At Saba UK, sustainability is overseen by the UK Managing Director, who is accountable for progressing action and aligning it to the company's strategic priorities. The UK HR Director manages action, but all Senior Managers have a sustainability objective as part of their targets. Progress is then actioned across the organisation via a sustainability working group.

This year, we continued to deliver training for employees in all positions, both in-person and virtually via training modules hosted through our online Learning Lab. We also shared our first Impact Report (2023) with our highest governing body (Saba Group), and with employees from across the company. This ensures all are aware of our ambitions, our efforts, and our plans for the future. We continued to embed sustainability within overall business management, with the topic being discussed at Senior Management meetings and actions integrated into business-as-usual service.



Our sustainability working group

Our working group includes employees from different departments and contracts across the business. The group continues to meet monthly to agree priority topics and drive forward actions in line with the targets and goals set within the sustainability strategy.

This year, the group engaged in new partnerships with our suppliers and clients. We produced our first Impact Report and Carbon Reduction Plan and advanced our carbon reduction in Scope 1 and 2 emissions.

Looking forward, Saba UK will continue to ensure accountability and good governance of our sustainability strategy by:

- » Continuing to upskill employees to ensure they understand the topic and feel confident to take action in their role. This includes a member of the Senior Management team undertaking the Cambridge Institute for Sustainability Leadership (CISL) training in early 2025 to bring this in-depth expertise into the business
- » Embedding action on sustainability within new and existing job descriptions so that every Saba UK employee is contributing to the fulfilment of the strategy's aims as part of their work
- » Updating our Anti-Bribery and Corruption Policy so that it can be easily understood by our employees and compliant with all relevant legislation
- » Continuing to report to Management (including the Board) on progress against our strategic targets, ensuring sustainability progress is integrated into the overall business strategy.

Planet

Why it Matters...

Saba UK's services rely on the earth's resources, and we know that the business has a material impact on the environment. It is our responsibility to reduce harmful environmental impacts across our value chain and, where possible, positively contribute to a healthier environment.

This includes measuring and reducing our carbon emissions across all business operations. Supporting the responsible growth of electric vehicles both in the business and for customers. Ensure Saba UK uses resources responsibly.

We commit to ensuring that Saba UK's impact positively contributes to carbon reduction and other environmental issues.

Our 2030 Targets



Carbon Footprint

- » Reduce carbon emissions in line with validated science-based targets, in accordance with global goals and expectations (i.e. 1.5°C temperature rise)
- » Set a long-term target to achieve net-zero by 2040.



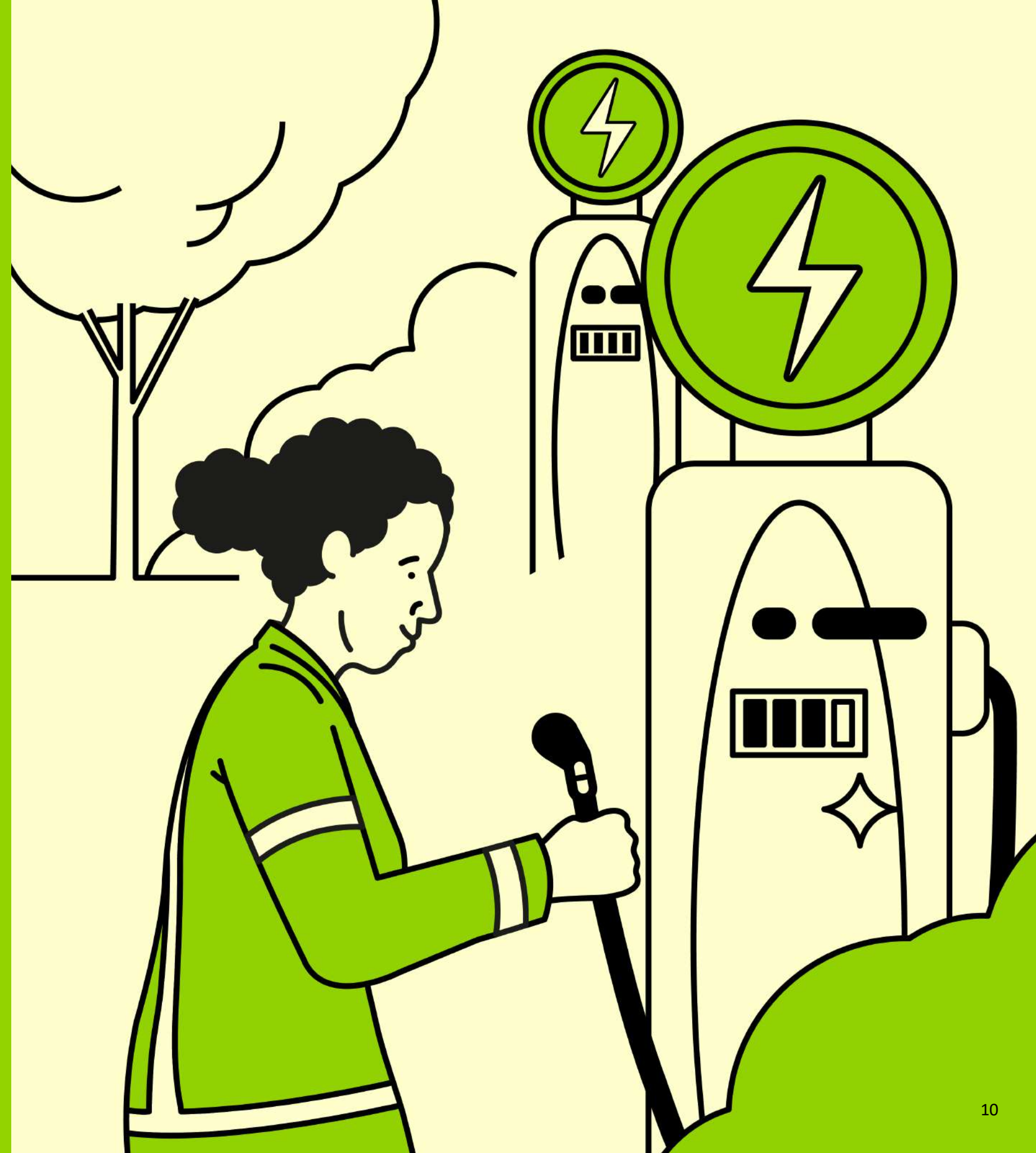
Vehicle Fleet Electrification

- » 100% of Saba UK's fleet are e-vehicles, running on electricity from renewable sources.



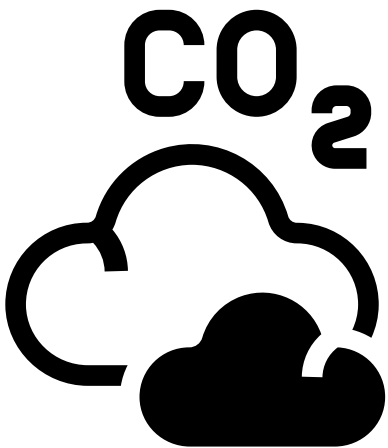
Resource Use

- » Zero waste to landfill across all of Saba UK's operations and sites.



Planet

2024 Carbon footprint



As shown in Figure 1, in 2024, Saba UK's total carbon footprint was 1,373tCO₂e, an 8.4% decrease from 2023 and a 35.6% decrease from the baseline emissions in 2022:

- » Scope 1 emissions reduced from 189 tCO₂e to 147 tCO₂e, a 22.3% decrease from 2023
- » Scope 2 emissions decreased from 381 tCO₂e to 0 tCO₂e, a 100% decrease from last year
- » Combined Scope 1 and 2 emissions have decreased by 87% from our 2022 baseline
- » Our calculated Scope 3 emissions increased from 928 tCO₂e to 1,226 tCO₂e, a 32.1% increase from 2023
- » Our 2024 carbon hotspots were employee commuting, IT software and fuel usage.

87%

Decrease in combined Scope 1 and 2 emissions

Key terms

Greenhouse Gas (GHG) emissions – Gases in the earth's atmosphere trap heat, contribute to climate change. This includes carbon dioxide, produced when burning fossil fuels like oil, coal, and natural gas.

Scope 1 – GHG emissions that a company makes directly

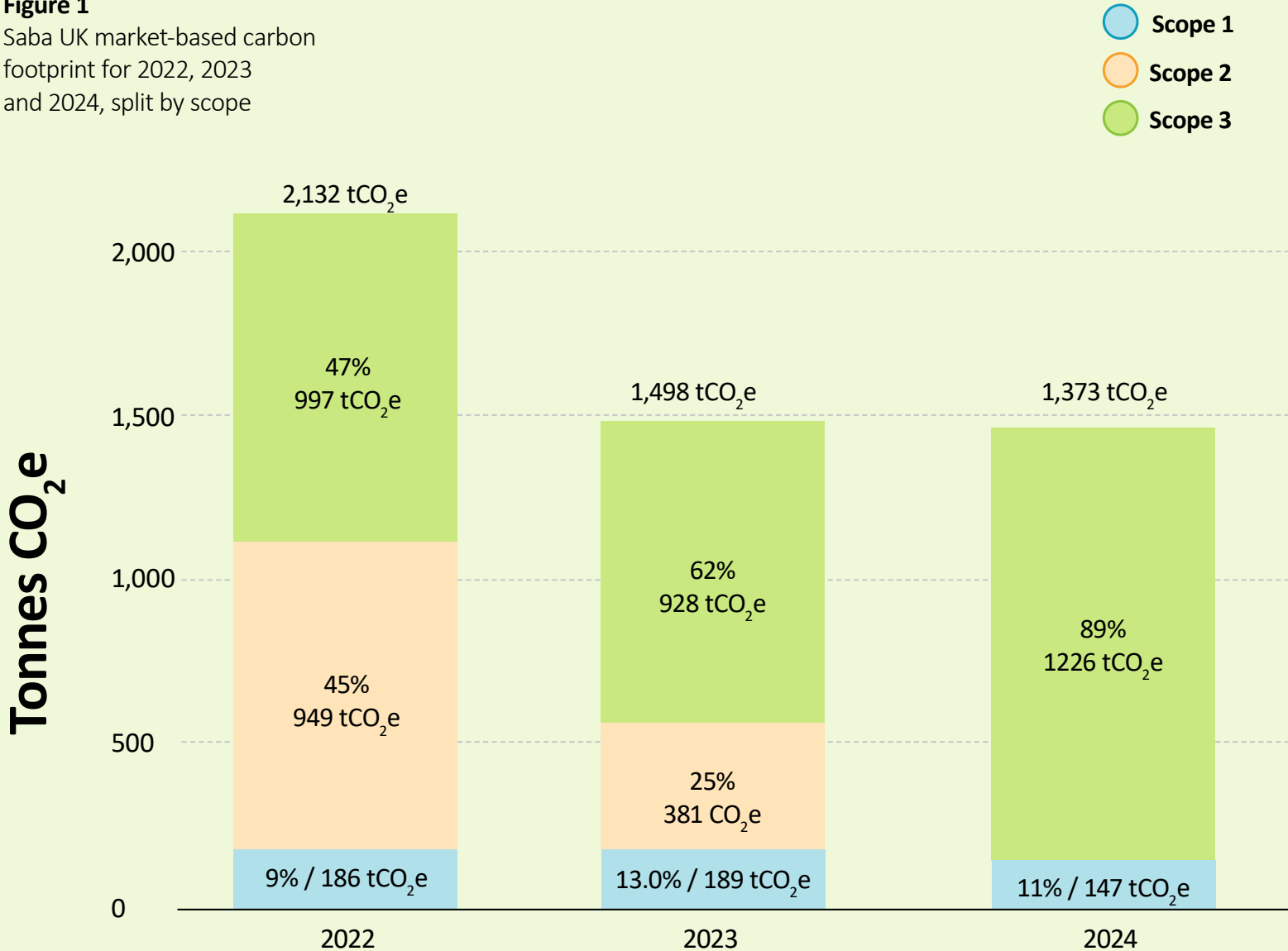
Scope 2 – GHG emissions that a company makes indirectly

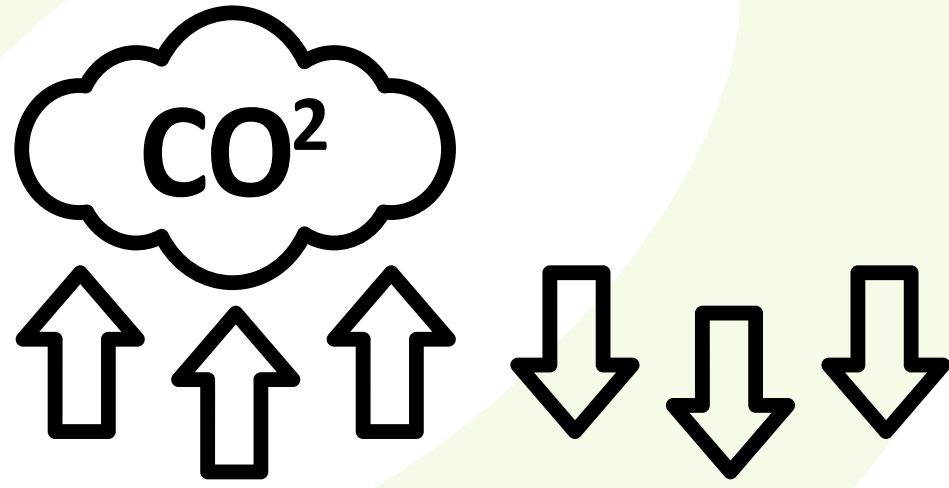
Scope 3 – GHG emissions associated, not with the company is indirectly responsible for in the production, distribution and sale of its product/service

Net-zero – cut greenhouse gas emissions to as close to zero as possible, with any remaining emissions re-absorbed from the atmosphere

Carbon hotspot – a location or activity where there is a high concentration of greenhouse gas emissions, making it a key area for targeted decarbonisation efforts.

Figure 1
Saba UK market-based carbon footprint for 2022, 2023 and 2024, split by scope





Explaining our 2024 carbon footprint

Why did Scope 1 and Scope 2 emissions decrease?

- » Scope 1 emissions decreased due to progress with electrifying our fleet, reducing our need to purchase petrol and diesel. Overall, fuel consumption in 2024 was 26.7% lower than in 2023, saving 19,384 litres of fuel
- » In 2023, electricity use was one of our biggest carbon hotspots, and it was the only business activity that contributed to our Scope 2 emissions. We made it a business priority in 2024 to tackle this hotspot, and procuring Energy Attribute Certificates for all our electricity usage has enabled us to reduce our Scope 2 emissions to zero. You can read more about this on page 14.

Why did Scope 3 emissions increase?

- » Our calculated Scope 3 emissions increased in 2024, due to improvements in our data collection, particularly for data relating to IT emissions and employee commuting
- » In 2024, we captured 85.3% more IT spend than in 2023, representing a more accurate picture of our IT-related footprint
- » In 2024, we made a concerted effort to increase the response rate to our employee commuting survey, increasing the survey response rate from 37% in 2023 to 87.4% in 2024. This improved the accuracy of the data captured, and consequently, recorded employee commuting emissions increased by 37.7%.



Energy Attribute Certificates Helping us to lower our Scope 2 carbon emissions

One of our carbon hotspots is the energy used at our sites. Actions we have been taking to reduce this include making energy efficiency savings, installing renewable energy on-site, and where possible, switching to renewable energy providers.

However, for some sites we manage, it is hard to install renewable energy. We often lack control over the energy provider, making it challenging to decarbonise the energy we use at sites. While we are committed to engaging with our landlords and exploring ways to reduce energy provision emissions, we know this can take time. To remain ambitious and make demonstrable progress in our emissions reductions, we have reduced emissions from this hotspot through alternative routes in 2024.

Energy Attribute Certificates (EACs) are documents that prove an amount of electricity was generated from renewable sources. EACs can be purchased from energy providers when you procure renewable energy, or they can be purchased from a broker, to match the non-renewable electricity you consume. The Greenhouse Gas Protocol (GHG Protocol) recognises the purchase of EACs as valid emissions reduction practice.

This year we purchased EACs equal to the total amount of non-renewable electricity consumed on our sites, reducing our Scope 2 electricity emissions to zero. This action demonstrates to the energy market our interest in renewable energy and our commitment to a net zero future. We will continue engaging with our landlords to support the direct procurement of renewable energy, and we will also purchase EACs until all our sites are powered by renewable sources of energy.



Further updates on progress

Trialling and scaling renewable energy in our sites

In 2024, we are working with our supply partner specialists in renewable energy technology and other low-carbon solutions. To help decarbonise our parking spaces and help our clients achieve their decarbonisation targets. Together, we deployed several renewable energy technologies at some of our key sites to help transition our contracts to zero-emission, off-grid parking sites. This included:

- » Increased the number and efficiency of solar photovoltaic panels on the car park roof and battery storage so that energy can be used at night at Addenbrooke's Hospital
- » Introduced a hybrid off-grid parking office (using solar photovoltaics, battery storage, and a wind turbine) at Cheltenham General Hospital
- » Introduced several renewable energy solutions for a fully off-grid carpark at a Transport for London station car park
- » Installed solar photovoltaics across the top floor of the Milton Keynes Quadrant Car Park

As much as possible, we looked to minimise our negative impact associated with sourcing and manufacturing these technologies, using products made from recycled materials. Our efforts help to reduce our carbon emissions from energy and increase renewable energy provision in the market.

Continued to implement actions to reduce our direct and indirect carbon footprint

- » Supported low-carbon commuting by continuing to offer employees leased electric vehicles through a salary sacrifice scheme, launched in 2023
- » Decreased CO₂ emissions by 17T in 2024 by continuing to use driver/in-vehicle telematics technology in all fleet vehicles
- » Installed LED lights and motion sensors throughout our sites to reduce energy associated with lighting and heating at our parking sites.

17T

Decreased CO₂ emissions by 17T in 2024 by continuing to use driver/in-vehicle telematics technology in all fleet vehicles



Net Zero Target



Set a new, ambitious interim carbon reduction target

Now committing to achieving zero Scope 1 and 2 emissions by 2030 from baseline levels, demonstrating continued commitment to decarbonising our entire business.

Focus for the future

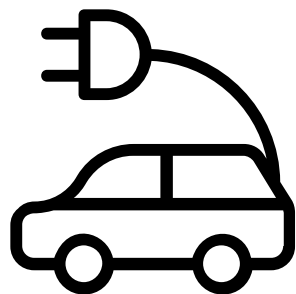
Increase the accuracy of emissions data by

- » Capturing more accurate data on our IT-related emissions by directly engaging with our suppliers to record actual emissions data
- » Collecting detailed information from our employees on their commuting habits, which will inform a plan to reduce the climate impact of their commutes
- » Develop a policy that encourages the purchase of refurbished electrical equipment and furniture.

Continue to implement our fleet electrification policy and incentivise fuel-efficient driving across the business

- » Continue to reduce our carbon footprint at our sites, including collaborating with other partners in the eco-system. This may also include installing renewable energy, using more efficient on-site appliances, increasing electric vehicle charging infrastructure, and improving access to public transport and bike storage. We will also be trialling new forms of energy capture at Addenbrooke's to reduce the carbon footprint of the parking site
- » Explore the feasibility of all new contracts being 'net zero' in year one.





36%

of the company
fleet electrified
vs target of 30%

Planet

Vehicle Fleet Electrification

Update on progress

Set a target to electrify all our fleet by 2030

- » This included setting interim targets between 2024 and 2030 that are aligned with our vehicle replacement cycle
- » As part of this, we continued to implement our electric-first vehicle fleet purchasing policy which is being applied to all new vehicles in line with the vehicle replacement cycle
- » Our efforts meant that in 2024, 36% of our entire fleet was electric, above our target of 30%

Continued to install e-vehicle charging at multiple car parking sites for fleet and public use

- » We partnered with expert mobility partners to provide electric vehicle charging solutions for our customers and fleet
- » This included installing charging points at several stations on the West Midland Trains lines for use by rail customers. In 2024, this is estimated to have facilitated over 4,300 paid charging sessions, further enabling low-carbon commuting by parking customers.



Trialled the latest ANPR spotter technology

We used an electric scooter to increase coverage and complete enforcement in a more efficient manner.

Focus on the future

Continue to increase electric vehicle use in our fleet and among employees

- » Continue to introduce electric vehicles into the fleet vehicle mix in line with the vehicle replacement cycle, with a target of 50% electric vehicles in our fleet by the end of 2025
- » As e-vehicle capabilities and charging infrastructure improve, we will also continue to increase the proportion of vehicles suitable for electric vehicle replacement
- » Continue to incentivise take-up of electric vehicles amongst fleet and employees (at vehicle end of life) by continuing the salary sacrifice scheme.

Resource Use

Update on progress

Continued work to implement a responsible chemical procurement policy

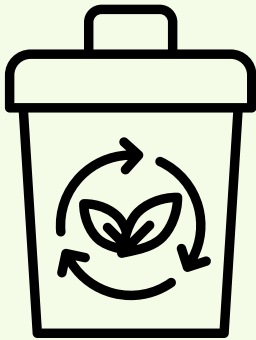
With employee awareness of the environmental impact of current chemicals in use being low, we developed a prescribed list of eco-friendly products that must be used to ensure all our chemicals are safe for people and the planet. This will be implemented in 2025.

Introduced more efficient parking solutions

Introduced ticketless parking systems and ANPR, barrier-controlled parking systems to provide efficient parking solutions whilst also reducing the use of paper tickets and pay machines on-site.

Installed recycling bins and collection services across sites

Where possible, we installed bins and established a collection for recycling following the success of the trial in 2023.



Continued to trial sustainable uniform options

Explored and trialled different options from market providers for all our uniforms to be sourced responsibly. This is taking longer than expected, in large part due to a lack of market availability of responsibly sourced uniforms that are fit for purpose for all our employees. We found that the chosen supplier could not meet our requirements, so the trial will restart in 2025 with a new provider.

Focus for the future

Implement the responsible chemical procurement policy

Continue to roll out systems to reduce our resource use, including

- » Installing e-commerce and ticketless parking systems where appropriate to reduce our on-site resource
- » Trialling responsibly sourced uniform at our sites to ensure options are fit for purpose for all imagined uses.



Places : Case Study

Cheltenham General Hospital Supporting the NHS Decarbonisation Goals

The healthcare sector is a significant contributor to greenhouse gas emissions, with the global healthcare industry accounting for about 5% of global emissions. In the UK, the NHS has set ambitious net-zero goals, recognising the urgent need to reduce carbon emissions. Our collaboration with Cheltenham General Hospital demonstrates we can support healthcare institutions to decarbonise while maintaining high-quality services.

Cheltenham General Hospital collaborated with us to address the energy consumption of The Parking Shop. This powers the parking office and critical equipment such as parking barriers and payment machines.

To address the carbon footprint of The Parking Shop, we installed six solar panels and a wind turbine, leveraging partnerships in renewable energy to reduce reliance on non-renewable sources of energy. This approach not only lowers the carbon footprint of the Shop but also showcases the potential for integrating sustainable technologies into existing infrastructure.

Impact

Through these initiatives, we are demonstrating how sustainability can be integrated into operations without compromising service quality. The energy savings have been significant:

- » From April to September 2024, up to 100% of The Parking Shop’s energy came from renewable sources. Across the year, this equates to 30-50% of its energy consumption, with projections indicating coverage of more than 50% in future years
- » Over 20 years, these technologies are expected to save approximately 43.9 million tonnes of CO₂, equivalent to preventing the burning of 22 tonnes of coal during the same period.



100%

Up to 100% of The Parking Shop’s energy came from renewable sources

43.9m
TCO₂E

Saving approximately 43.9 million tonnes of CO₂E over 20 years

Next Steps

Looking ahead, we plan to work with Cheltenham General Hospital to expand its sustainability efforts by exploring additional technologies such as advanced parking systems and incentivising low-carbon travel amongst employees. These initiatives will continue to support NHS net-zero goals and provide a blueprint for other sites aiming to reduce their environmental impact.



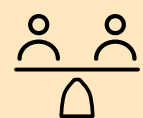
People

Why it Matters...

Without our employees we could not deliver a quality service across our business. From our operations around the country through to our Business and Customer Support Centres, our people represent our values and way of doing business. We support them to deliver excellent service on a daily basis.

Our initiatives include promoting diversity amongst the workforce, ensuring we operate an inclusive environment for all. It means supporting our employees to feel healthy and well within and beyond the workplace. Offering first-class training that prepares them for their work now, and in the future.

We commit to ensuring our workforce is happy, healthy and representative of the communities and places we operate within.



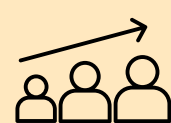
Diversity and Inclusion

- » Employee diversity is representative of the communities Saba UK operates in
- » 50:50 gender balance at all levels and all positions.



Employee Health and Wellbeing

- » 100% of Saba UK employees report they feel happy, safe and supported within the workplace
- » Achieve a gold award for Investors in Wellbeing.



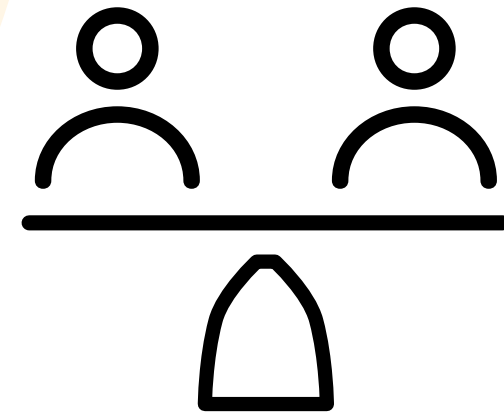
Employee Development

- » 100% of employees would recommend working at Saba UK.



People

Diversity & Inclusion



Update on progress

Promoted a diverse and inclusive workplace

- » Continued to be an active member of the Inclusive Employers Group - experts on workplace inclusion. Inclusive Employers works with hundreds of organisations to audit, train and embed workplace inclusion. As a part of this membership, we offered employees access to webinars and diversity events throughout the year
- » Continued to offer unconscious bias training, which has now been completed by all the Saba management team. 100% of all managers have completed the International Institute of Risk & Safety Management (IIRSM)-approved Equality, Diversity & Inclusion (EDI) Training course and IIRSM-approved Unconscious Bias Training
- » In 2024, both female median pay and median bonus pay rose to be almost equal to the male equivalent, a significant increase from the previous year. You can find out more in our Gender Pay Gap report.

Ensured our employees are representative of the communities Saba operates within

We hired more locally, and engaged with disadvantaged communities in the area to offer employment and training opportunities, such as:

- » Subscribed to the Apprenticeship Levy, supporting level 3 or 5 Management and Leadership apprenticeships alongside Level 2 to 7 apprenticeships in finance, management, customer service and HR
- » Offered T-Level placements to 16-19-year-olds
- » Offered five days of work experience for local schoolchildren, providing the opportunity to come and experience working at Saba for the week
- » Upheld our partnership with the charity 'Positive Social', but with limited action this year.



Real Living Wage Commitment

Committed to paying the Real Living Wage for all our employees

In 2024, we increased the total number of contracts paying the Real Living Wage from 42% in 2023 to 65%

This continues to be applied to all new sites, and where possible, Saba continues to negotiate with existing sites to ensure all employees are paid at least the Real Living Wage for their work.

Enhanced our professional offering

- » Gained accreditation with the Institute of Chartered Accountants in England and Wales (ICAEW) to enable employees to gain their Chartered Accountant qualification and training whilst working at Saba. We currently have one member of our financial team studying for this qualification alongside their work at Saba
- » Became an approved learning delivery partner with the British Parking Association (BPA), qualifying us to deliver accredited training on parking enforcement and notice processing.

Began posting job vacancies on diverse job boards

Began listing jobs on LGBTjobs.co.uk - a dedicated space connecting talented individuals from the lesbian, gay, bisexual, transgender, and queer (LGBTQ+) community with inclusive employers who value diversity and equality. This partnership supports a diverse and bias-free recruitment process, helping us to be an equal-opportunity employer.

Focus for the future

Continue to pay the Living Wage to all new contracts moving forward

Including, where possible, renegotiating existing contracts to introduce the Real Living Wage.

Build engagement with our partners and local communities

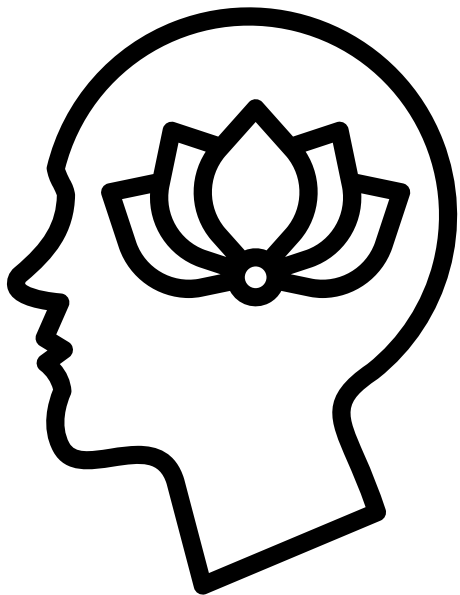
- » Continue to offer at least one apprenticeship as standard in new contracts. Increase our engagement with local schools and communities to grow the uptake of these opportunities amongst local people. This includes strengthening our partnership with Positive Social to build greater connections with local schools
- » Offer 24 work experience placements for young people at eight schools/Academies in Hertfordshire during the summer term of 2025.

Continue to provide Equality, Diversity, and Inclusion (EDI) training

Continue to offer core EDI training alongside to ensure our business is inclusive and diverse. In addition, in line with recent Worker Protection Act, all people managers will complete the IIRSM approved Sexual Harassment Awareness Training.

People

Health & Wellbeing



Update on progress

Upheld health and safety as a top priority

- » Continued attainment of ISO 45001 accreditation
- » Continued to deliver regular training on mental first aid and first aid, with two employees at any site now being qualified Mental Health First Aiders
- » Unveiled the updated benefits package, available to all employees from the beginning of 2024. This includes enhanced maternity and paternity benefits and other offers to promote a healthy work/life balance, including discounted gym membership.

	2023	2024
Employee Accidents	5.62%	10.59%
Accidents with Lost Workdays	1.17%	1.97%
Lost Workdays	4.68%	31.03%
Member of the Public Accidents	2.11%	1.48%

Minimised accidents

In 2024, the number of near-miss accident reports decreased, as shown in Figure 2

- » However, the proportion of employee accidents and lost workdays increased considerably. This was due to an increase in incidents linked to aggression towards our employees from members of the public, and accidents involving motor vehicles
- » A small number of accidents over the year led to a large increase in lost workdays. Although an increase from last year, we see this as a one-time occurrence, due to unforeseen and unusual events, not part of a trend. Safety is our priority, and we will continue to foster a positive safety culture. All employees will complete mandatory health and safety training annually and we will maintain a strict risk management procedure with our external risk assessment system, Peninsula.

Figure 2: Employee and public accidents and lost workdays in 2023 and 2024

Launched the Wellbeing app

As a member of the Health Assured community, our employees now have exclusive access to our revitalised app. This helps them track their wellness, improve their mental health, and stay resilient during tough times

The app includes four-week health plans, a live chat option, mini health checks, and guided breathing exercises.

Hosted several wellbeing sessions

Ran several sessions, delivered by external guest speakers, for the Leadership Team covering nutrition, sleep, keeping active, and the importance of good mental health. We also offered health assessments to the entire Leadership Team for the first time.

Facilitated employee communications on Wellbeing - the Workforce Team Meeting

- » These meetings enabled senior managers and employee representatives to meet regularly to exchange information and views on issues relating to the company
- » Employees had the opportunity to discuss work-life balance, stay updated on business developments, and learn about upcoming changes. The meetings took place twice in the year, with employees requested to provide input before each meeting.

Focus for the future

Evidence our commitment to employee wellbeing by attaining accreditation with Investors in Wellbeing in 2025

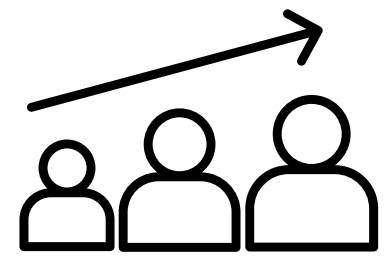
Continue to ensure employee safety is maintained and prioritised

- » By following our strict risk management procedure, reduce the number of employee accidents and lost workdays to below 2024 levels
- » This includes adding new objectives under ISO45001 to reduce the number of accidents and near misses by 25% in 2025 vs 2024, upskilling our workforce representative at each site to manage this
- » Partner with an award-winning charity to offer mental wellbeing support packages to all employees in 2025 to continue to promote a healthy work/life balance.



People

Employee Development



Update on progress

Provided training to ensure our employees can achieve their full potential within their role

- » Our Learning Lab provided in-house training for all - 400+ learning modules, tutorials, and training guides e.g. health and safety, diversity and inclusion, core working skills, and sustainability. Each employee receives a bespoke training plan for their needs, refreshed during one-to-ones and annual appraisals
- » This year, 50 new training courses were added to the lab, including parking equipment and maintenance, sustainability and diversity, and information security. 9,602 modules were completed by employees, equating to over 1,000 hours of training in total.

- 400+** learning modules made available to all employees via the online Learning Lab
- 50+** new training courses provided this year
- 1000** hours of training in total



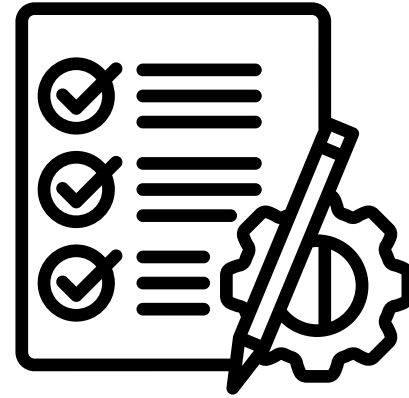
Volunteering Policy

Implemented a volunteering policy
The policy covers all Saba UK employees, encouraging them to volunteer and improve the environment in which they live and work, including the social value in the community and management of green space.

Focus for the future

Continue to develop and refine training modules on the Company's Learning Lab





People : Case Study

Saba UK assessment centre

Providing new and diverse development opportunities for our people

At Saba UK, we recognise that the strength of the organisation lies in its people. We set ambitious goals to ensure diversity, equity, and inclusion while fostering employee wellbeing and development. These efforts aim to create a thriving workplace where employees are proud to work and can reach their full potential.

In 2024, we reinforced our commitment to creating a workplace where employees feel valued, supported, and empowered to grow. We planned to launch an internal assessment centre, open to all employees in early 2025. The purpose is to identify talent for future leadership roles. Giving our people the chance to explore new roles and learn different skills by moving between teams.

Impact

The programme will be open to all employees, ensuring fairness and inclusivity while uncovering talent across all areas of the business, assessing important attributes such as teamwork, presentation skills, problem solving, prioritisation, and customer service.

All successful candidates will receive personalised Continuing Professional Development (CPD) plans, including coaching, mentoring, training, and professional qualifications through an apprenticeship framework. Employees will then have opportunities to move laterally across departments, helping them develop new skills and gain diverse experiences while contributing more broadly across the organisation.



This initiative aligns with Saba's broader goals within the People pillar. By identifying and nurturing talent internally, Saba UK is building a resilient workforce capable of driving innovation and growth in the years ahead. This way, we are creating a workplace where everyone can thrive.

Next Steps

The assessment centre will run in early 2025 for the first year and will be reviewed with the ambition to continue the process in subsequent years. This will include evaluating the effectiveness of development programmes and refining them based on feedback from participants and assessors.

Places

Why it Matters...

We want all our customers, our people, and the wider community, to benefit from the spaces we provide. This means offering services that are in line with what our customers and society need now, and what they will need in a sustainable future.

This means ensuring Saba UK's spaces are safe, accessible and inclusive for all, and are equipped with mobility offerings that serve what customers want now, whilst also evolving to meet the future needs of customers and society.

We will ensure our spaces are safe, and accessible for all, and offer mobility solutions for a sustainable future.



Customer Safety

- » No accidents or injuries occurring on sites where Saba UK is responsible.



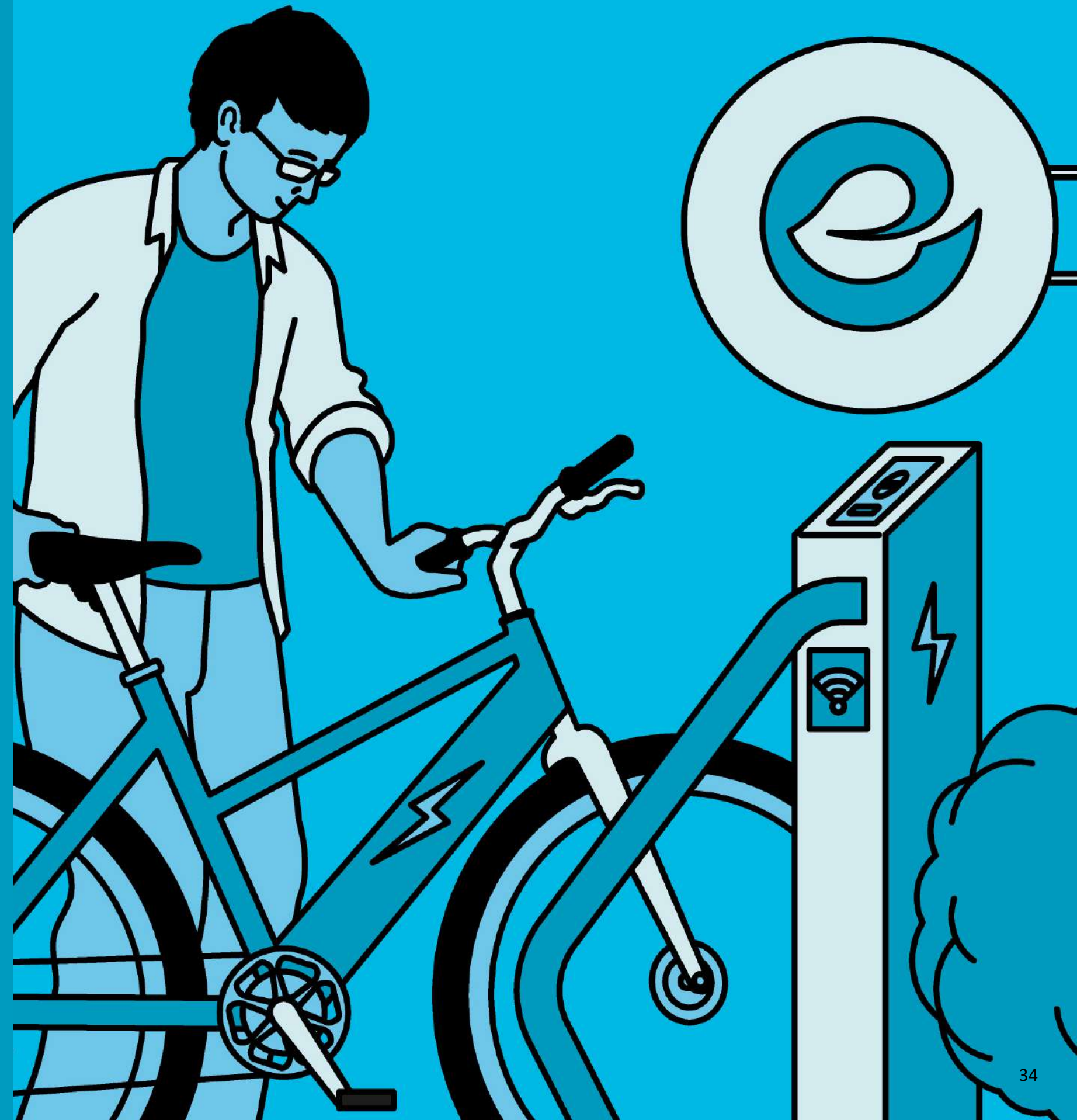
Mobility Offerings

- » More than 70% of our customers will be using our spaces to access our innovative mobility offerings, advancing sustainable mobility within Saba UK's car parks.



Accessibility for All

- » 100% of Saba UK car parks are fully accessible to all customers with their varying requirements.



Places

Customer Safety



Update on progress

Worked on suicide prevention

We continued this important work at selected sites, supporting the work of the Samaritans charity and sharing learnings with other sites.

Discouraged idling on our sites

Continued engagement with employees to discourage engine idling in car parks, reducing not only the harmful fumes but also carbon emissions from vehicles.

Accident rate decreased significantly

The number of accidents or incidents involving members of the public at our sites decreased this year from 2.1% in 2023 to 1.48% of total visits.

Focus for the future

Continue to ensure customer safety is maintained and prioritised

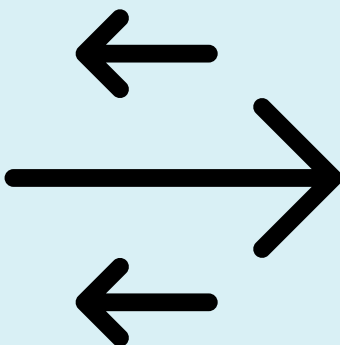
Continue to uphold our positive safety culture and evaluate risks to ensure adequate investment in customer safety.

Continue to work with onsite employees to discourage idling from all our parking spaces



Places

Mobility Offerings



Update on progress

Explored the use of a bespoke transport and mobility app

The app helps measure, reduce and report commuter emissions. It helps employees identify and use more sustainable travel alternatives when commuting. We explored how the app could be introduced at some of our sites to encourage employees to car-share and use low-carbon forms of transport.

Formed strategic partnerships with Mobility, Commercial, Logistics and Renewable Energy providers

These partnerships provide the opportunity to accelerate environmental progress at our sites, service the needs of the local communities, and offer the potential for additional revenue generation. Find out more on page 39.

Focus for the future

Continue to trial new sustainable mobility offerings

Utilise our strategic partnerships and assess market fit and suitability for our sites to implement new mobility offerings that are sustainable, and deliver benefits for our clients, our partners, and Saba UK.

Trial our transport and mobility app at one of our key sites

Use this trial to understand its usefulness and applicability in helping us and our clients lower the carbon emissions associated with employee commuting.

Accessibility For All



Update on progress

Installed more accessible payment machines

Installed new payment machines at our NHS parking sites, which provide wider screens and are easier to read for the visually impaired.

Made our places a space for nature

- » Developed a partnership with The Wildlife Trusts, partnering with Hertford and Middlesex Wildlife Trust (HMWT) as the local trust to the Business Support Centre
- » Provided volunteering opportunities for all employees at the local Wildlife Trust site, where employees based at the Business Support Centre, Watford volunteered for the day. In addition to supporting the Wildlife Trusts' important work, it was also an enjoyable day out and an opportunity for employees to connect with nature
- » Continued to partner with our supplier to maintain vegetation areas across our clients' Transport for London sites. The social enterprise directly employs people with lived experience of offending, unemployment, poor educational attainment and those in recovery from addiction.

Focus for the future



The
Wildlife
Trusts

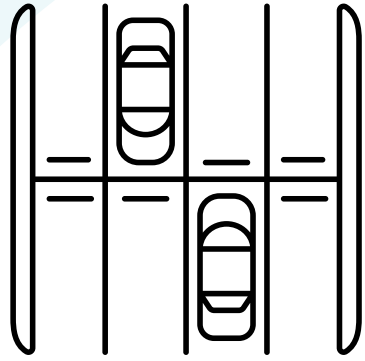
Expanding our partnership with The Wildlife Trusts

- » Ensuring that all employees can contribute to supporting nature in partnership with the charity
- » Discussions early 2025, and look to develop the partnership over and beyond 2025.

Explore other opportunities to increase vegetation on our sites

Working with The Wildlife Trusts to get recommendations on how to incorporate biodiversity around the perimeter of some of the car parks we manage.





Case Study

Developing services for underutilised space

Accelerating sustainability with strategic partnerships, including sustainable mobility offerings, renewable energy provision, and logistic services

With changing commuting habits and a growing focus on sustainability, many car parks across the UK are no longer being fully utilised for traditional parking services.

Whilst they still fulfil an important primary purpose, there is potential to derive more value, both monetary and social, from these spaces. This includes unlocking new income streams that also support our sustainability ambitions, alongside fostering new community spaces that benefit local people.

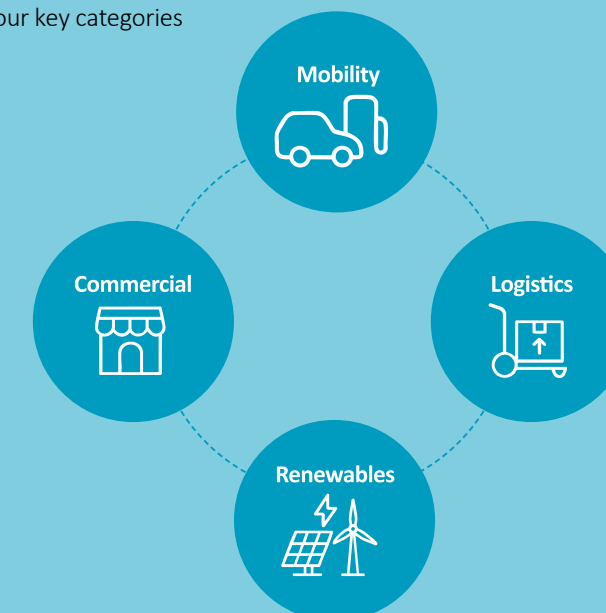
To service this, we've partnered with several organisations across multiple sectors that help our partners to service the needs of their communities, as well as generate additional revenue in an easy and accessible manner.

We have formed partnerships with companies within four key categories:

- » **Mobility:** including EV Charging, Cycle Hubs, Micromobility offers and Car Clubs to promote sustainable transportation
- » **Logistics:** including Delivery Lockers, utilising existing infrastructure and the strategic location of our parking sites to offer this useful amenity to the local community
- » **Renewables:** including solar, wind and kinetic energy provision on-site to enable our clients to generate their own energy, reducing carbon emissions as well the cost of energy provision
- » **Commercial:** other offerings to provide additional value to the community, increase footfall and potential revenue to the site.












Figure 3
Partnerships with companies within four key categories



Next steps

This offering is being rolled out to our sites now, helping Saba and our clients to achieve our collective sustainability goals, as well as offering an alternative income stream for our clients. As uptake increases, we will continue to monitor the external environment to ensure our offering aligns to best-practice and fulfills our clients' sustainability needs and expectations.

A summary of Saba UK's sustainability progress

Pillar	Key topics	Our 2030 commitment	Progress in 2024	Focus for the Future
Planet	 Carbon Reduction	Reduce carbon emissions in line with science-based targets Achieve net-zero by 2040	8.4% decrease in total carbon footprint from 2023 Scope 2 emissions reduced to zero New interim target set	Achieve zero Scope 1 and 2 emissions by 2030 Improve Scope 3 data accuracy Explore 'net zero' contracts
		Set a long-term target to achieve net-zero by 2050	Committed to a more ambitious target to achieve net-zero by 2040	Continue to collaborate with site partners to explore other opportunities to lower carbon emissions on-site
	 Fleet Electrification	100% of fleet electric and powered by renewables by 2030	36% of fleet electric (ahead of 30% target) Electric-first policy for new vehicles Expanded EV charging	50% of fleet electric by end of 2025 Continue salary sacrifice scheme Expand employee EV uptake
	 Resource Use	Zero waste to landfill across all operations and sites	Rolled out recycling at sites Developed responsible chemical policy	Implement chemical procurement policy Expand ticketless parking Restart uniform trial with new supplier
People	 Diversity & Inclusion	Workforce diversity representative of local communities 50:50 gender balance	All managers completed EDI and unconscious bias training Real Living Wage contracts increased to 65% Diverse recruitment	Continue Living Wage rollout Expand apprenticeships and school engagement Strengthen local partnerships
	 Employee Health & Wellbeing	100% of employees feel happy, safe and supported Achieve Investors in Wellbeing gold award	Updated benefits package Maintained ISO 45001 Launched Wellbeing app Increased mental health first aiders	Attain Investors in Wellbeing accreditation Reduce accidents and lost workdays Partner for further wellbeing support
	 Employee Development	100% of employees would recommend Saba UK as a workplace	400+ learning modules available 50 new courses added Over 9,600 modules completed Volunteering policy implemented	Refine and expand training modules Launch internal Assessment Centre for leadership development
Places	 Customer Safety	No accidents or injuries on Saba UK-managed sites	Accident rate involving public dropped to 1.48% of visits Continued suicide prevention and anti-idling campaigns	Maintain safety culture Further reduce accidents Ongoing risk evaluation and investment
	 Mobility Offerings	Over 70% of customers using innovative, sustainable mobility solutions	Strategic partnerships with mobility and logistics providers Explored mobility app for sustainable commuting	Trial mobility app at key site Assess and implement new sustainable offerings via partnerships
	 Accessibility for All	100% of car parks fully accessible to all customers	Installed accessible payment machines at NHS sites Partnered with Wildlife Trust for green spaces Supported Blue Sky Services	Expand Wildlife Trust partnership Increase biodiversity at sites Enhance accessibility features

About this report

This impact report provides an overview of Saba UK's progress in fulfilling our sustainability ambitions through the key workstreams, detailing actions to address environmental and social topics material to the business.

This report covers the full year 2024 of action carried out by Saba UK in line with its sustainability strategy. This includes progress across the Business Support Centre and all car parking sites managed by Saba UK. This report does not have external assurance, but all progress has been transparently communicated against company-agreed targets and performance indicators.

