

A man with a beard and glasses, wearing a bright blue blazer over a white shirt and dark blue trousers, is riding a black e-scooter. He is smiling and looking upwards, with his left hand resting on his chin. A brown leather bag is slung over his shoulder. The background is a modern building with large glass windows and stone panels. The overall tone is professional and forward-looking.

empark

ESG Report

Empark Group FY22 ESG Report
May 2023





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Introduction

Empark is one of the leading mobility companies in Iberia and holds a firm commitment towards making a positive impact in the society. During 2022, Empark Group has continued with the development, implementation and improvement of ESG procedures and practices.

Once more, Empark Group has participated in the Global Real Estate Sustainability Benchmark ("GRESB") having obtained the best scoring, being the #1 car park company with a score of 90 vs. 82 in 2021. Empark Group has maintained its position and GRESB has acknowledge the improvement in its sustainability policies.

In this sense Empark Group wants to play a key role in the development of sustainable cities, leveraging on technology and a continuous improvement culture, the Company wants to have a better planet where to contribute both economically and socially.

There is an increasing concern with regards to need to think about current economic and business models across all sectors and it is important in the society. Undoubtedly, companies need to embrace more environmentally friendly practices reducing carbon footprint impact, promote social equality and well-being through established and transparent processes and procedures.

Empark Group's business model is focussed on providing a best-in-class experience in urban mobility both in On-Street and Off-Street, through the development of solutions that meet customers' needs embracing the highest ESG standards having innovation and technology at the core of its mission. Technology, digitalization, and sustainability are the driving forces behind its operations.

2022 is a year that has been marked by two major milestones:

- Empark has continued betting on its App. As of 2022, there are more than 3.5m users which represent a 25% increase vs. last year and turns Empark into the leading car park company in Iberia
- A major step towards the electrification of mobility. Empark has consistently been the leading mobility company with largest EV charger base in Iberia. As of 2022, there were a total of 379 charging points across its portfolio. In October 2022, Empark Group went further with the acquisition of Efimob Efficient Solutions. Efimob is engaged in the provision of services across the entire EV value chain: from engineering to installation of EV chargers and well as the provision of software and platform services. This allows for vertical integration and a rapid execution of the strategy of Empark within this vertical, which aims at having a total of c. 1,000 charging points across the portfolio

Empark Group continues executing its activity within the framework established by the United Nations Social Development Goals ("UN SDG") which sets a blueprint to achieve a more sustainable future for all the citizens and where sustainable mobility is expected to play a key role. In the following pages, it has been outlined to the extent possible, how Empark Group's business actively contributes to the accomplishment of the UN SDGs through different initiatives.

Empark is compliant with the requirements established in EU Taxonomy guidelines, especially with regards to the contribution to the following environmental objectives: climate change mitigation and pollution prevention and control through a culture of responsibility.

In essence, Empark Group is trying to contribute positively to the well-being of the society through the three ESG dimensions by not only avoiding negative conducts but encouraging the development of value generative solutions



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Environment

Despite the limited impact Empark Group's business has on environment, the Group has developed a sustainable policy for the management and achievement of responsible consumption patterns across the Group. Therefore, the Company believes that long-term sustainability requires efficient resource management, waste reduction, carbon footprint minimization, and contribution to ecological transition. Empark Group has incorporated environmentally-friendly practices into its strategy, following the principles outlined in the UN SDGs and the EU Taxonomy.

Empark has a dedicated team of professionals, engaged in the implementation of policies responsible with the environment ensuring services are rendered in accordance with the highest quality standards, monitorization of the results achieved and establishment of the appropriate measures when applicable. This team is responsible for the set up of the annual objectives for both environment and quality.

The objectives established for 2022 have been:

QUALITY

Reduction of the carbon footprint in order to achieve Net Zero emissions. To achieve this, the following actions have been carried out:

- The emissions of Scope 1 and Scope 2 have been offset through participation in renewable energy projects, achieving carbon neutrality for these scopes. In addition, the emissions of Scope 3 have been started to be accounted for
- The origin of the electricity used has been tracked to be 100% renewable
- Feasibility study to promote fleet transition to PHEV and EV vehicles

Reduction of paper consumption: for this purpose, an analysis has been made of the optimization of paper consumption in various processes, the promotion of the use of the Telpark app that offers a ticketless solution, and the implementation of environmental awareness campaigns.

ENVIRONMENT

Customer satisfaction analysis: in 2021 it was launched a survey to know 400 season ticket holders' opinion about Empark group's service. In 2022, this survey has been extended to additional 300 season ticket holders so as to implement potential improvements on the service

Update of internal procedures: over the last years, the organization has gone through different changes due to the new reality the mobility sector is having. For this purpose, internal procedures have been updated accordingly so as to foster efficient and rapid responses to clients' needs

Empark has an Integrated Management System for Quality and Environmental matters that has been certified by Aenor, a reputable third-party, since 2018. The Company holds certifications in environment and is continuously seeking ways to improve its processes and reduce its carbon footprint through more sustainable practices. In this sense, Telpark holds the following certifications:



ISO 9001 (UNE-EN-ISO 9001:2015) which certifies Empark's quality management system, since 2000



ISO 14001 (UNE-EN-ISO 14001:2015) which certifies Empark's environmental management system, since 2008

Empark Group is dedicated to promoting the use of renewable and clean energy sources, reducing carbon emissions and being carbon neutral in 2021. The Company's initiatives are aligned with the United Nations' Sustainable Development Goals (UN SDGs) 7, 11, and 12, which focus on affordable and clean energy, sustainable cities, and responsible consumption patterns. Empark continues to work towards implementing new measures to further advance on these goals.

Empark Group is aligned with the principles outlined in the EU Taxonomy, even though they are not legally applicable to the Company. The Company is taking a proactive approach by incorporating these principles into its practices. In this sense, out of the six environmental objectives outlined in the EU Taxonomy guidelines, Empark positively contributes to:

- Climate change mitigation
- Prevention and control of pollution

Empark plays a key role in the development of mobility policies helping municipalities to address a key topic on their agendas.

As it has been stated previously, one of the main corporate principles for the Group is to promote more sustainable and clean cities. Empark Group activity has no impact on the other environmental objectives stated in the EU Taxonomy and therefore does not create any harm to none of them.



¹ Assuming Scope 1 and Scope 2 emission

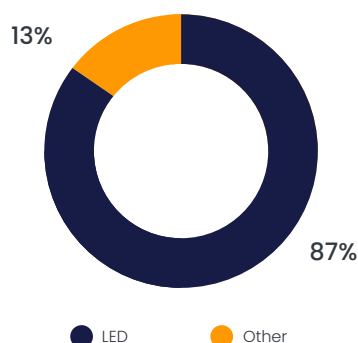
Energy Efficiency

As of December 2022, 87% of the Empark Group's Off-Street portfolio is equipped with LED lighting systems. The remaining 13% is currently equipped with fluorescent lighting. These sites with fluorescent lighting are under analysis for a potential transition to LED towards the goal of being as close as possible to having 100% of the portfolio equipped with LED lighting.

The fact that Empark Group has this lighting system in place at its sites helps to maintain electricity consumption under control. During 2022, the Group's electricity consumption was 65,520 GJ which represents a 17% increase vs. 2021. The growth has been driven by the lack of mobility restrictions during 2022 as 2021 was partially affected by the Covid-19, especially affecting the Portuguese portfolio.

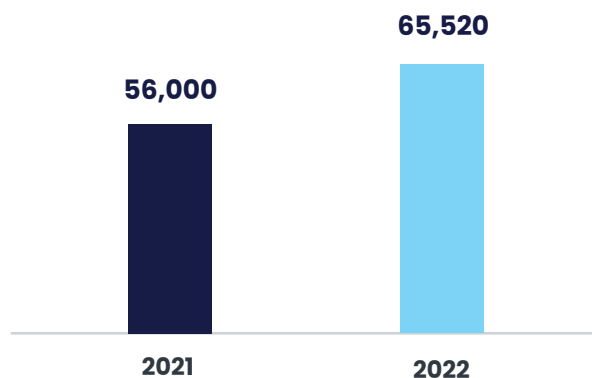
Empark is promoting energy efficiency within the group by utilizing On-Street parking meters equipped with solar pannels, which enable the consumption of self-generated electricity. Currently, 100% of the energy consumption comes from renewable sources.

% LED EQUIPPED CAR PARKS



Note: It only takes into consideration those car parks in which Telpark is responsible for the payment of the electricity bill and can freely adapt the lighting system. In the other cases, the lighting system is not dependent on Telpark and although it is encouraged, the final decision is dependent on the car park owner.

ELECTRICITY CONSUMPTION (GJ)



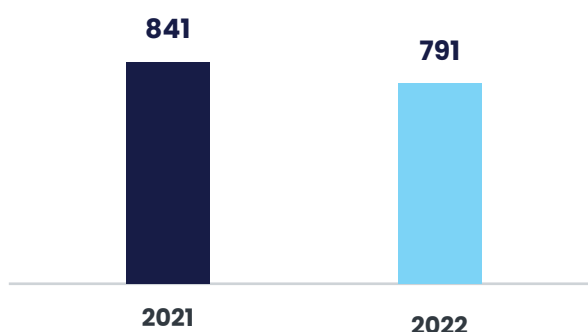
GHG Emissions

Empark Group is measuring its Greenhouse Gas emissions based on the recommendations and methodology stated on the Greenhouse Gas Protocol Initiative which are also verified by an external independent party since 2020.

- **Scope 1 – Direct Emissions:** Includes all the emissions derived from the execution of the car park activity which are under our control and include, among others, fuel combustion, onsite gas boilers, fleet vehicles and air-conditioning leaks.
- **Scope 2 – Indirect Emissions:** Comprises the acquisition or usage of electricity within the organization. These emissions take place at the time when the energy is produced and thereafter, used by the organization

On a combined basis, Scope 1 and Scope 2 emissions were stable during 2022. Scope 1 emissions decreased 6% against 2021. However, Scope 2 emissions increased driven by the recovery registered following the end of the Covid-19 outbreak

SCOPE 1 GHG (TCO₂E)



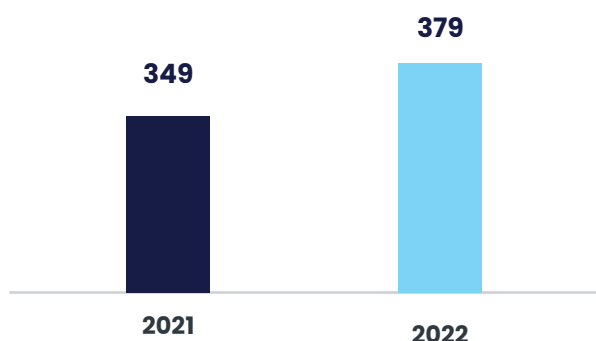
SCOPE 2 GHG (TCO₂E)



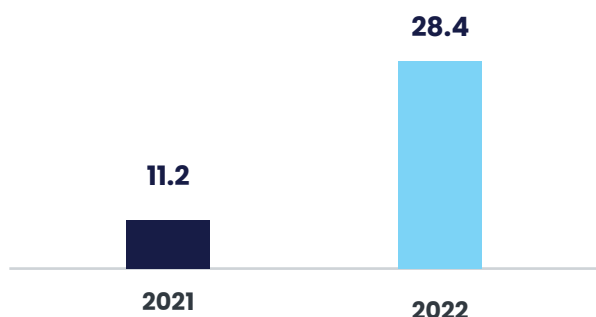
Car Fleet and Electric Vehicle

The promotion of sustainable mobility is one of the priorities of Empark Group. During 2022, the Group has continued to advance on the execution of the electrification of its car park network with a total of 379 charging points installed at the end of 2022 (a 9% increase vs. previous year). Also, the number of users of Electric Vehicle charging points has multiplied by 2.5 in the year due to the increasing take up of EV within users' base.

CHARGING POINTS



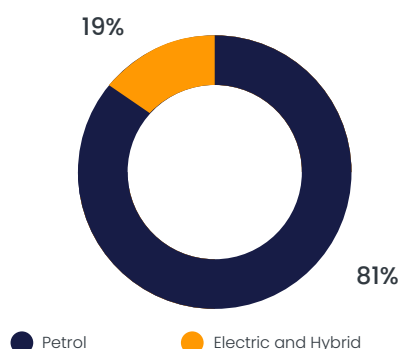
USERS (IN TH)



Empark has established itself as a leading provider of electric vehicle (EV) charging services in the car park industry. This is seen as a crucial step towards creating more sustainable and eco-friendly cities.

In line with this goal, Empark is actively promoting the switch of its fleet from traditional petrol vehicles to hybrid or electric vehicles. As of December 2022, 19% of the Company's fleet was already PHEV and EV which compares to the 11% registered in 2021.

2022 VEHICLES FLEET (%)



The Acquisition of Efimob



As part of the corporate electrification strategy, Empark acquired a 100% stake of Efimob Efficient Solutions, a Spanish-based provider of end-to-end electrical mobility services. This acquisition aimed at broadening internal capabilities as well as the reinforcement of this significant line of business in order to further consolidate as a leading player in the transformation of mobility. In addition, this acquisition represents a booster for its digitalization strategy as it will help for the

first time to incorporate third party charging points into its App. This turns Telpark App into a one-stop-shop for all mobility services, offering a seamless experience.

Empark, as an infrastructure company, with the acquisition of Efimob will contribute to the transition to electric vehicles, increasing the availability of charging points in Spain. This, in turn, can help to increase the adoption of electric vehicles, which can have a positive impact on the environment.

Efimob, founded in 2014, is a company engaged in the provision of electro-mobility services across the entire EV value chain from the sale of EV chargers to the installation and provision of software services (including a platform that enables for the monitoring, payment and energy management of the EV services).

Waste Management

As part of its operations, Empark Group produces different types of waste that are properly managed. Waste management policy includes:

- **Electrical Devices:** Are managed through authorised third parties

- **Batteries:** Parking metres and PDAs' batteries are handled through Ecopilas Integrated Management System with whom the Group has a framework agreement in order to make sure that the batteries are appropriately managed and treated. This process aims not only to fulfil the regulatory requirements but to reinforce Telpark's commitment with a culture of sustainability

- **Hazardous Wastes:** These are managed through an authorized third party. This kind of residues are not material to Telpark's activity and is just related to some empty containers, sprays and / or absorbents. The management takes place at regional level given the different regulations that co-exist and the fact that if it would be centralized, there would be an increase in transportation costs both in economical and environmental terms

- **Non-Hazardous Wastes:** These kind of wastes can be managed through an authorized third party or SIG platform such in the case of printing toners management. Other kind of wastes generated within Telpark's activity are wood pallets or metal scrap.

Despite the limited impact the Group's activity has in terms of waste generation, limitation on raw material consumption represents an important line of action for the Company.



Digitalisation

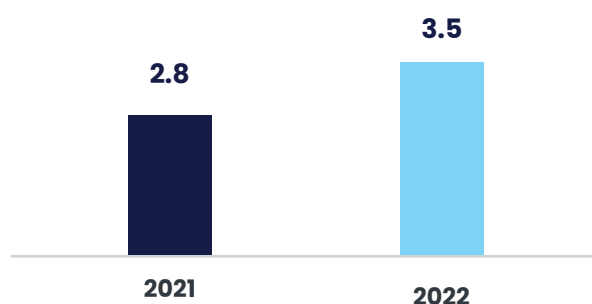
Over the past few years, Empark Group has positioned digitalization at the forefront of its strategy in order to foster smart and sustainable mobility.



Telpark app currently has 3.5m users at the end of December 2022 having executed close to 1.3m rotation transactions. Telpark App offers a seamless experience allowing for a direct communication with car park users which also delivers operational and responsible efficiency behaviour with the environment, as it is a ticketless solution that generates significant paper consumption savings.

Overall, our digitalization strategy is focused on leveraging the latest technology to drive growth, innovation, and customer satisfaction whilst having a positive impact on cities' long term sustainability.

TELPARK USERS (MILLION USERS)



There has been a significant effort on the implementation of technological advances and features on the App. Currently, there is a wide range of products offered such as: On-Street parking, Off-Street express entrance, pre-booking, EV charging and the acquisition of digital products such as online season tickets or multipass.





Telpark Mobility Hub

Empark Group is actively contributing to the ongoing transformation of urban mobility by promoting sustainability, accessibility, and inclusivity. All the initiatives are designed to address the challenges faced by cities and their citizens in their daily mobility needs. By leveraging Company's expertise and experience in the car park and mobility industry, the aim is to create solutions that not only meet the needs of clients but also have a positive impact on society and the environment.

In this sense, it was launched the Telpark Mobility Hub at Colón car park in Madrid which represents a step forward in the promotion of sustainable mobility in urban areas. By integrating electric chargers and car sharing services with other mobility-related companies, Telpark has been able to create a comprehensive solution to the challenges of modern urban mobility.

The Telpark Mobility Hub makes an efficient use of space, by accommodating multiple mobility-related services in one location. By combining electric chargers, car sharing services, last-mile delivery companies, and other mobility-related companies, Telpark is creating a hub that can serve the needs of many different users in a single location.

By promoting the use of electric vehicles and reducing the number of cars on the road, Telpark Hub helps to reduce air pollution and greenhouse gas emissions. Electric vehicles have no tailpipe emissions, and when charged from renewable sources, they can have a significantly lower carbon footprint than gasoline or diesel vehicles.

Through this Hub, Telpark is offering a range of mobility options that can help to reduce congestion and improve traffic flow in cities. Car sharing services, in particular, can be an effective way to reduce the number of cars on the road, as users can rent a vehicle only when they need it, instead of owning a car that sits idle for most of the day.

telpark
Mobility Hub



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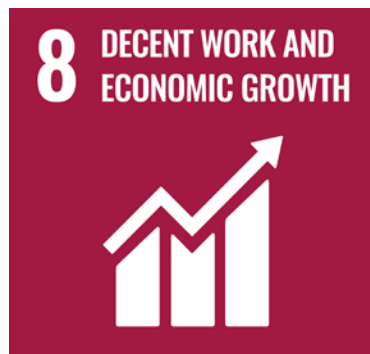
Social

Empark Group's People 4 People has continued evolving during 2022. The aim is fostering a work culture based on promoting:

- › Quality of life
- › Inclusion, eliminating any sort of discrimination or modern slavery
- › Meritocracy as a way of growing both professionally and personally

Empark Group's social policies are aligned with the principles set forth in the United Nations' Sustainable Development Goals, with a particular focus on strengthening the following:

- › **SDG 5 and SDG 10 – Gender Equality and Reduced Inequalities**, respectively: Empark Group fosters a culture of equality where there is no space for the application of discriminatory policies not only because of reasons of sex but race, age, religion as well. In addition, the corporate remuneration policy has been designed in order to eliminate any sort of gender pay gap
- › **SDG 8 – Decent Work and Economic Growth**: The Company has developed a working environment aiming at promoting quality employment (i.e. a total of 492 people were hired during 2022) within an adequate and decent environment preserving employees' wellbeing at all times thanks to strong Health and Safety policies



Human Resources

Telpark's employees represent the most important asset of the Company as with their commitment, talent and work, they contribute to the creation of long-term value for the group being one of the most important pillars.

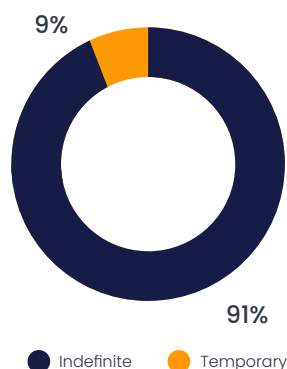
As of December 2022, Empark Group had employed a total of 1,685 people distributed along Spain, Portugal, Andorra and Turkey, of which 36% of the workforce was represented by female workers.

At the Company's Executive Committee which has a total of 10 members, there are 2 women, the Chief Executive Officer and the Chief People Officer.

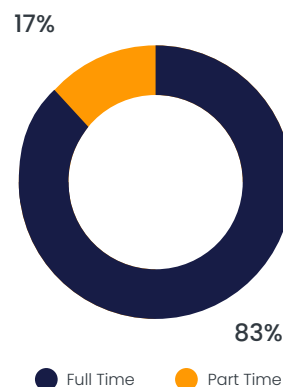
Empark Group is dedicated to promoting high quality employment opportunities and this is demonstrated by the fact that 91% of its employees have permanent contracts. The company also has a policy to support work-personal life balance, offering options to reduce working hours or have part-time contracts. The latter is still a minor option within the group as more than 83% of the total workforce have full time contracts.

BREAKDOWN BY GENDER									
CATEGORY	FEMALE				MALE				TOTAL
	<30	30-50	>50	Total	<30	30-50	>50	Total	
Director	0	10	3	13	1	22	11	34	47
Manager	0	27	11	38	0	78	69	147	185
Individual Contributor	37	280	234	551	96	452	354	902	1,453
TOTAL	37	317	248	602	97	552	424	1,083	1,685

INDEFINITE VS. TEMPORARY CONTRACTS

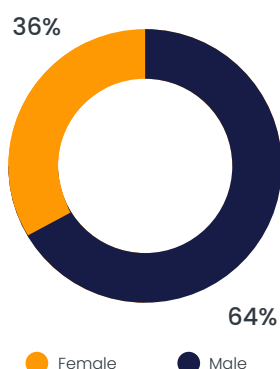


FULL TIME VS. PART TIME CONTRACTS



Empark Group recognizes that promoting diversity, equality, and inclusion within its human resources policy is a critical element in maintaining a competitive edge in the business world. Diversity encompasses not only gender, but also factors such as age, tenure, and cultural background. Empark is proud to have a workforce composed of individuals from over 30 different nationalities, which enables the Company to benefit from diverse perspectives and insights that are essential for driving innovation and growth.

GENDER BREAKDOWN

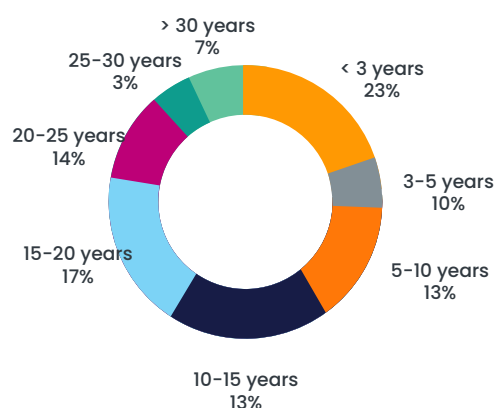


As of 2022, 45% of the workforce is represented by Generation X employees born between 1969 and 1981 followed by Boomers. During 2022, there has been an increase in the weight of Generation Y and Generation Z within the Company from 22% in 2021 to 26% in 2022.

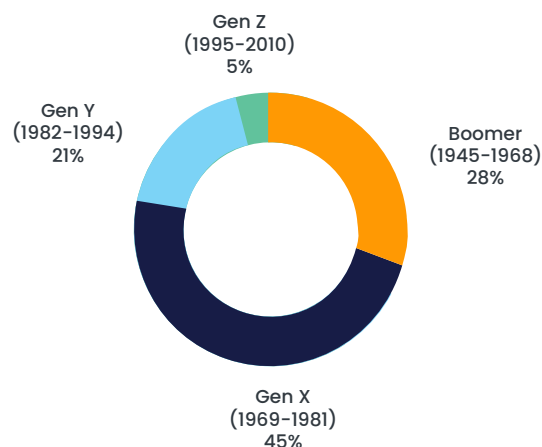
Empark Group benefits from a strong loyalty from its workforce as 54% of the employees have been working for the firm more than 10 years. This shows the commitment of the team and its contribution to the value creation. Also, there is still a 23% of the workforce with less than 3 years in the company that have been hired in the context of the new trends fueled by the sector and that require new capabilities: digital, electric vehicle, yield management and sustainability are some of the hot topics.

By valuing diversity and inclusion, Empark fosters a work environment where all employees can feel valued and supported, regardless of their backgrounds. The Company is committed to creating an inclusive workplace where everyone has equal opportunities for evolution and success. Empark's efforts to promote diversity and inclusion are reflected in its policies, practices, and procedures, including recruitment and hiring practices, training and development programs, and employee benefits and compensation.

SENIORITY BREAKDOWN



WORKFORCE BY GENERATION



Empark Group is committed to providing equal job opportunities to all employees. The company is dedicated to promoting the employment of individuals with disabilities and providing them with equal opportunities in the workplace. As of December 2022, 67 workers with disabilities were employed at Empark Group, performing different roles.

The percentage of employees with disabilities (4%) exceeds the requirements set by the General Royal Decree Law for Disabled People (1/2013) as of November 29.

In 2022, 59 workers were dismissed, while 492 people were employed, of which 31% corresponded to women hirings.

EMPLOYEES WITH DISABILITIES									
CATEGORY	FEMALE				MALE				TOTAL
	<30	30-50	>50	Total	<30	30-50	>50	Total	
Employees with disability	0	8	8	16	0	33	18	51	67

HIRINGS									
CATEGORY	FEMALE				MALE				TOTAL
	<30	30-50	>50	Total	<30	30-50	>50	Total	
Director	0	0	0	0	0	3	0	3	3
Manager	0	4	0	4	0	5	2	7	11
Individual Contributor	43	79	25	147	109	174	48	331	478
TOTAL	43	83	25	151	109	182	50	341	492

DISMISSALS									
CATEGORY	FEMALE				MALE				TOTAL
	<30	30-50	>50	Total	<30	30-50	>50	Total	
Director	0	0	0	0	0	0	0	0	0
Manager	0	2	1	3	0	3	3	6	9
Individual Contributor	0	10	7	17	4	14	15	33	50
TOTAL	0	12	8	20	4	17	18	39	59

Equality

The Company has implemented an Equality Plan aimed at achieving true gender equality in the workplace by removing any obstacles or biases that may hinder women from obtaining equal job opportunities.

This plan follows the principles outlined in Organic Law 3/2007 for equal rights between men and women, and is designed to prevent any potential discrimination and improve overall working conditions, capabilities, workforce quality, life satisfaction, and company productivity. Empark Group maintains close relationships with all special status groups to facilitate their access to the job market.

The general objectives of the creation of the Equality Plan are:

- To promote a corporate culture based on **offering equal opportunities between women and men**, eliminating discriminatory practices
- To **integrate the gender perspective in the Company's management**, appointing a person belonging to the Company's staff as Equality Manager and guarantor of such integration
- To facilitate the achievement of **personal, family and work life balance** for the employees
- In addition, **Empark Group has established a confidential and anonymous whistleblowing channel to address any kind of issue related to equality**. This channel will allow any person to report confidentially and anonymously any inequality situation or request information on how to proceed in the event of an alleged case of workplace harassment, sexual harassment, or gender-based harassment, establishing specific procedures for its prevention.

In order to avoid and prevent any attack against the dignity and fundamental rights of male and female workers, the Protocol of action against sexual harassment or harassment for reasons of gender has been implemented, maintaining as basic principles: Priority and urgent processing

- Priority and urgent processing
- Thorough investigation of the facts
- Confidentiality and protection of the privacy and dignity of the people involved
- Adoption of all the necessary measures against those whose misconduct is proven, as well as in relation to those who make false accusations or complaints, especially when bad faith is proven
- Likewise, within the framework of the Company's equality policy, a specific policy on sexual harassment has been developed, instrumented through the implementation of an action protocol, which contributes to the strengthening of a people management culture that takes into account the problems associated with women

Training and Development

During 2022, new improvements were incorporated through the implementation of new working schemes such as Home Office or Working from Home. Currently, Empark employees have the option of working from home two days per week as long as it is possible. Thanks to this initiative, the employee has reinforced his/her commitment and improved its productivity. Furthermore, the employee has much more flexibility to maintain an adequate work-personal life balance. This is part of Empark's flexAbility program.

Empark Group places great value in fostering the intellectual growth of its workforce, as it leads to improved performance in high-value tasks and greater contribution to the Company's long-term success. To support this, the company is committed to establishing a learning-focused culture that aligns with both the company's objectives and the career development goals of each employee.

The training and development programs offered by Empark Group are specifically tailored to provide employees with the skills needed to carry out their daily responsibilities. The majority of these programs are designed for technical and operational staff and are intended to encourage continuous improvement. The plans are developed in collaboration with the operations and human resources teams to ensure that objectives and targets are aligned.

Training activities are carried out with both internal and external means:

- Internal trainings are provided by Empark's Group own personnel in order to update people on new processes, new requirements or work instructions (i.e. improvements in the collection processes, new H&S protocols)

- External trainings are provided through reputed training centers aiming at incorporating new technical knowledge or capabilities within the company.

In 2022, a total of 20,012 training hours have been provided which represent approximately, 3.5 hours per person trained with an employee satisfaction rating of 3.82 out of 4.

2022 TRAINING ATTENDEES AND TRAINING HOURS		
	HOURS	PEOPLE TRAINED
Total	20,012	5,923

Note: People Trained includes the number of people trained regardless of the number of trainings received (i.e. if a person has received 3 trainings would compute as 3).

Empark Group's development and training plans have as main objectives the following:

- Boost and encourage the professional development of employees
- Provide workers with an exhaustive knowledge of the programs, resources and subjects that imply a development within their workplace
- Provide the necessary means for professional growth: from personal self-development to continuous improvement
- Ease the necessary means to face organizational and technological changes
- Contribute to the creation of a company culture based on personal and professional growth and improvement

In this context, during 2022, Empark's human resources team launched a comprehensive development plan designed for the Operations team, mainly.

It represents a new approach to understanding development, where the employee takes a leading role in their own path, based on a global view of different learning opportunities.

The way this training program was to follow the "Monopoly" board game approach in order to be more attractive.

The plan consists of eight knowledge areas, under which various courses are organized and made available to the employees. It is also a dynamic plan that will be updated with new areas of knowledge in the future.

1. Compliance
2. Diversity & Inclusion
3. Labour Risk prevention
4. Quality and environment
5. Product
6. Maintenance
7. Job Management
8. Leadership & abilities

Along with these knowledge areas, the plan also offers digital learning spaces, shared experiences, inspiration, and support throughout the development process. Empark is committed to giving its employees the tools and resources needed for their personal and professional growth.



Empark's "Knowpoly" has 7 types of players, each with their own specific development plan that can be adapted according to people's personal concerns.



Also, during May 2022, there was a strong focus on development opportunities for the entire company. Under the slogan "Drive your development", different talks, training activities, awareness-raising and inspirational pills and videos were made available to employees on different days and at different times to facilitate access to all Empark employees.

More than 1,500 hours of training were provided during this month and approximately 40% of the employees attended some of the training sessions, depending on their needs and interests.

The program was divided in three main blocks:



Empark is committed to the growth of people, the improvement of performance and the adoption of transformation and digitalization. Becoming a talent-centric organization will help meet the challenges ahead by enhancing competencies, enabling to take Empark to a key position on the mobility play.

Health and Safety

Health and Safety represents for Empark Group one of its most important priorities based on its People First Approach. Therefore, the Company fosters a safety culture in which the services can be rendered safely not only for internal employees but for all the stakeholders. All the Health and Safety policies are aimed at minimizing the number of accidents as well as their severity as well as improving working conditions following the highest standards in terms of risk prevention.

Empark Group has a Health and Safety organizational model developed and managed by an internal H&S team supported by an external prevention service, which guarantees occupational health services. Empark Group's top management team is committed to provide all the necessary resources not only to comply with regulatory requirements but to develop Empark Group's safety culture with the aim to prevent or minimize accidents and guarantee a safe workplace.

Empark has implemented an ISO 45001-compliant management system, which was first certified under OHSAS 18001 in 2018. The Company underwent multiple external audits in 2021 and successfully transitioned to ISO 45001 in January of that year.

Every four years, Empark is required by Law to undergo independent audits since the establishment of its joint health and safety system in 2009.

In 2022, Empark has decided to invest heavily in risk reduction by working on anticipation and recognizing the best performing teams in health and safety. The development of the safety culture remains a priority. With the 2022 health and safety campaign, new communication, leadership and awareness initiatives were implemented with the main objective of involving all teams, while maintaining existing initiatives.

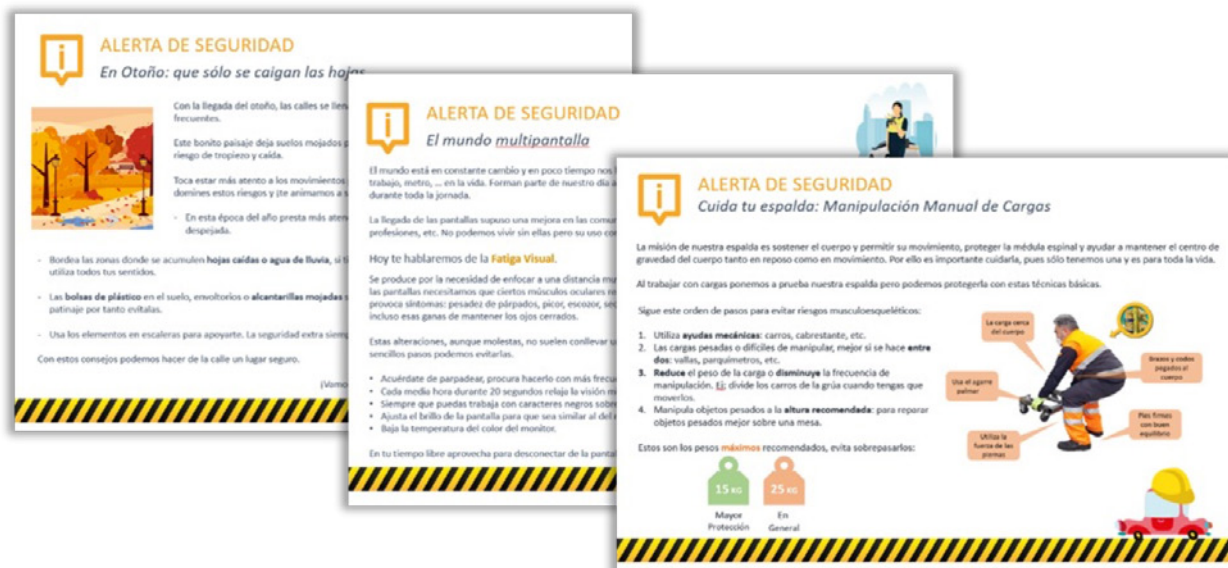
Safety Dialogues and Management team visits

Senior management has a strong commitment to establish guidelines to make safety, quality and the environment a key part of the organization's culture. In 2020, top management commenced with safety visits to the different work centers in order to hold dialogues with on-the-ground teams to foster safety culture. This initiative, which was well received and with positive impact for the organization has been maintained throughout 2021 and 2022. This is a behavior-based methodology, which begins with the observation of the people working, followed by a dialogue between the management team and the workers to:

- Raise awareness of unsafe behavior and alert for unsafe conditions or conditions that may damage the environment
- Correct deviations
- Demonstrate the management team's commitment to health and safety and the environment
- Create a space for informal dialogue with the aim of promoting the active participation of everyone in the improvement of the service, processes and general compliance with requirements

Monthly Safety Alerts

Also, the company has continued with the launch of its monthly safety alerts that consisted of brief information about relevant safety risks and recommended preventive measures to avoid / minimize them.



Start your day with Safe & Safety

Quite similar to these initiatives, Empark commenced with "Start your day with Safe & Safety" talk programme. This is a specific programme for inspectors/managers, in which they address various health and safety topics at the beginning of the morning after warm-up exercises. The purpose of this initiative is to involve more operational levels of the organisation, making them part of the preventive culture.

As part of the Health and Safety initiatives, it has been launched a near miss and hazards report. The objective of this initiative is to create risk awareness and work proactively before an accident takes place. Information is gathered and new courses of action are established in order to avoid unsafe working conditions.



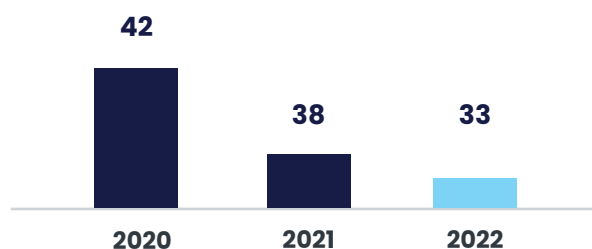
Given the importance that Health and Safety has within Empark's culture, it is key to engage people and make that Health and Safety matters are part of the corporate DNA. For this purpose, it was launched a recognition program which aimed to reward teams' innovative ideas within H&S field.

One of the newness of this year has been the publication of the Driver and Fleet Safety policy and the road safety work instruction. This instruction has been done in order to train Company's drivers to react appropriately in potential conflict situations.

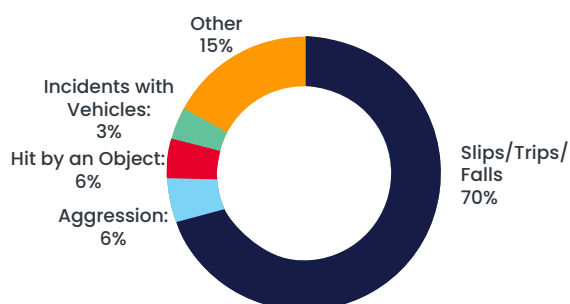
All-in-all, these measures have led to a reduction in the accidentality rate:

- Lost Time Injury Frequency Rate in 2022 resulted in 8.9x vs. 9.6x as of 2021
- All the accidents that have taken place are minor (slips and falls mainly)
- Total number of accidents has gone from 38 in 2021 to 33 in 2022

EVOLUTION IN THE NUMBER OF ACCIDENTS



ACCIDENTS CAUSE OVERVIEW





As it was the case during 2021, BeWell campaign was the first wellbeing campaign promoted at Empark Group. This campaign was based on four main pillars with different activities aiming at employee's wellbeing enabling a healthier and happier life thanks to a greater balance:

- **Body:** physical wellbeing through a healthy lifestyle
- **Mind:** mental wellbeing opened to new ideas, concepts and perspectives that help the employee to be active, curious fostering its creativity
- **Community:** Team's wellbeing helps to improve quality of life

During that week different workshops were prepared covering different activities and services:

- Sports tournaments
- Mindfulness
- Nutrition and sleep hygiene conferences
- Physiotherapist

Human Rights

Empark Group is fully dedicated to upholding the principles of Human Rights, as reflected in its policies and its adherence to the United Nations Global Compact. The Company views respect for Human Rights as a critical responsibility of any business.

Human Rights state that every person deserves to be treated with quality and dignity including basic rights as all individuals are born free and equal, have the right to freedom of thought, opinion and expression, right to privacy, health, life, liberty and security, as well as an adequate standard of living, taking into consideration that these rights are protected by law and all individuals are equal before the Law.

Potentially, there could arise Human Rights issues in the execution of Empark Group's daily activities and for such purpose there are several mechanisms in place. Empark's Ethic Code establishes zero tolerance towards any sort of slavery and it does not maintain to the best of its knowledge, any relationship with suppliers that do not comply with these principles. Therefore, the Group compromises to maintain an ethic, transparent and trustworthy attitude towards its commercial relationship and try to prevent any sort of slavery within its activity.

Community Welfare

As part of its Corporate Social Responsibility policy, Telpark continues to work on aligning its core business and values with the UN's **Sustainable Development Goals** of the 2030 agenda so as to maximize its contribution.



During 2022 it has continued to develop initiatives framed within the "Emovimiento" concept which had already started in 2020. This internal initiative from Spanish "En movimiento" (translated into English "Moving") which aims at Innovating and Investing in a Better Future.

This programme was launched in 2020 across Empark Group as a series of 17 information "pills" aligned with the SDGs which were distributed to the entire workforce on a monthly basis. Empark Group has a firm compromise to create a more responsible society through the implementation of actions that contribute positively to the achievement of the SDGs. Empark Group believe that every little action has a significant impact in the achievement of long-term sustainable societies.

These pills had a final goal of encouraging employees to play an active role through the implementation of small changes in the daily life. Also, this pack of messages concluded with some micro-donations to entities linked to the relevant Sustainable Development Goals (i.e. Unicef, We are Water Foundation, FAO, Manos Unidas, among others).

UNITED NATIONS – SOCIAL DEVELOPMENT GOALS



Due to Empark's activity there is a more direct relationship with some of the SGDs; However, despite the limited impact it has in the remaining ones, Empark contributes to its accomplishment on a no harm basis as established in the targets and goals within the EU Taxonomy guidelines.

In order to contribute to Community Welfare several philanthropic projects and initiatives have been developed in the year:

- **SOS Ukraine Campaign:** A number of charitable activities have been carried out with various organisations such as UNHCR, Caritas and Save the Children to help Ukrainian families and provide humanitarian aid.



- **Collaboration with NGOs:** Various activities have been carried out throughout the year, collaborating with organisations such as Son Ángeles, Juan XXIII and the food bank in order to generate a positive impact on society.

Plaza Solidaria

Fundación Son Ángeles



- **Commemoration of International Days:** Taking advantage of important dates such as International Women's Day and Health and Safety at Work, various activities have been carried out to raise awareness among employees of the importance of the positive messages that are being promoted on these days.
- **Green Friday:** A campaign to raise awareness of the importance of responsible consumption has been carried out in collaboration with several NGOs during the Black Friday week.





04>

Governance

One of Empark’s commitments within Corporate Governance is to foster a continuous improvement culture, achieve a greater degree of transparency as well as the development of rigorous and ethical practices for internal governance bodies. In this sense, Empark follows the best international practices related to Corporate Governance matters.



Empark Aparcamientos y Servicios, S.A.U. (“Empark”) whose parent company is Arena Luxembourg Investments S.à r. L, is owned by Macquarie European Infrastructure Fund 5 (“MEIF 5”), a fund managed by Macquarie Asset Management (“MAM”) and a group of co-investors. MEIF 5 is the majority shareholder.

MEIF 5 acquired Empark on 19th December 2017.

Shareholding and Corporate Structure



Arena Luxembourg Investments S.à r. L., Board of Directors

The Board of Directors is the highest representative body of the Company (except for certain reserved matters) and is composed by a group of individuals with different backgrounds, origins, experiences who aim at bringing and creating value for the Company.

Steve Barth

Mr. Barth is responsible for transport forecasting at MAM and oversees traffic forecasting across the global MAM portfolio. Steve has been extensively involved in traffic and revenue due diligence activities on toll road and other transportation concession bids globally for Macquarie Group managed funds, as well as tariff setting and general business planning of managed assets since 2006.

Mr. Barth brings a wealth of knowledge to the transport infrastructure team with 13 years of consulting experience prior to joining the Macquarie Group. He has extensive expertise in due diligence, as well as development and applications of patronage, traffic and revenue forecasting for planning, designing and financing transport infrastructure such as highways, toll roads, airports, car park facilities and public transport systems. He is a board member of a number of holding companies for MAM managed investments which in the mobility/transport sector also include ASPI, HES International, AGS Airports and RoadChef.

Hani Zogheib

Hani is a Managing Director and heads the diversified infrastructure sector team in Europe.

Hani joined Macquarie in 2007 as a graduate, initially in the Abu Dhabi office, raising regional infrastructure funds, as well as playing a key role in the development and management of greenfield public-private partnership projects. Hani moved to Macquarie's London office in 2013 and has since then, played a key role in various transactions including the divestment of several of MEIF I's assets including Arlanda Express, Bristol Airport and Thames Water.

Hani worked in the utilities and midstream sectors and led the execution of MAM's acquisition of Cadent Gas and Exolum, as well as the pre-emption, sale and syndication of Pisto (France's largest oil storage operator), before moving into the diversified infrastructure team where he led the acquisition of Empark, Viamed Salud and Beuparc. Hani sits on the Board of Empark and Beuparc and previously sat on the boards of Pisto, Exolum and Viamed Salud.

Hani holds an Msc in Finance from Warwick Business School, UK. He is fluent in Arabic, French and English and leads MAM's diversity and inclusion committee.

Charles Roemers

Mr. Charles Roemers has a wide experience in tax matters with a focus on corporate and international taxation for institutional and corporate investors as well as for private equity clients. He received his law degree from Free University of Brussels (Belgium) and also holds a postgraduate diploma in Tax Laws ("Licence spéciale en droit fiscal") from the same university.

He was a member of the Luxembourg Bar for 20 years then became a member of the Diekirch bar in 2020, before resigning from the bar in July 2022 to fully dedicate his professional time to independent director activity. He began his professional career working for seven years as a consultant in the tax field in Belgium. Charles then practiced for a number of years as a tax lawyer with one of the "Big Four" firms in Luxembourg. Before becoming an independent lawyer, Charles was partner for seven years at leading law firms in Luxembourg and lastly, he intervened as counsel of a leading law firm. Mr. Roemers also acts as a director on the boards of several Luxembourg entities including AGS Airports International, Currenta Group Holdings, Czech Gas Networks or Viamed Group Holdings.

Empark Aparcamientos y Servicios S.A.U., Board of Directors

NAME	APPOINTMENT DATE
Juan Caño	16/06/2021
Gordon Parsons	07/04/2022
Hani Zogheib	16/06/2021
Jo Cooper	15/01/2019
Pedro Agapito	28/10/2022

Juan Caño (Nominated by MAM)

Juan is responsible for developing and managing Macquarie's business presence in Spain and Portugal. Before joining MAM in 2010, Juan's career experience spanned deal origination, execution, asset management and fundraising.

Juan previously spent four years as Investment Director of the Santander Infrastructure Fund, where he was responsible for investment origination, execution, and asset monitoring through Board representation across Europe and Latin America. The Fund held investments in UK utility companies Cory and Thames Water, water management company Aguas Nuevas, and Autopista Central and Rutas del Pacifico, two toll roads in Chile.

Juan also worked for Fomento de Construcciones y Contratas (FCC) where he had responsibility for investment representation across Central and Eastern Europe. Assets included the Austrian construction and infrastructure development firm Alpine, waste management firm ASA, and Czech Republic water management company SmVak.

In addition, Juan spent eight years at JPMorgan as Senior Vice President advising on M&A transactions in Spain and Europe, many of which were related to energy and transportation infrastructure companies. Juan was previously also a manager in Deloitte's Private Equity Advisory Team in London.

Juan currently sits on the board of E-Redes / Viesgo (Spain's fourth largest electricity distribution network), of Exolum (former CLH, Spain's oil distribution and storage incumbent) where he chairs the Remuneration Committee, of Viamed (one of Spain's largest hospital groups) where he chairs the Board of Directors and the

Health & Safety Committee, and Telpark (former Empark, Iberia's largest car park operator) where he formerly chaired the Board of Directors. He formerly also sat on the board of Itevelesa, an MOT services company in Spain, amongst other.

He is BSc in Economics and Business Studies from the Complutense University (and San Pablo C.E.U.) in Madrid.

Juan is an Ad-Honorem lecturer in the college of Civil Engineers of the Polytechnic University in Madrid (E.T.S. de Ingenieros de Caminos, Canales y Puertos de la U.P.M.).

Gordon Parsons (Nominated by MAM)

Gordon joined the Macquarie Group in September 2007. He is responsible for MAM's Transport and Mobility assets across a range of sectors, including airports, roads, ports, rail, car parks and motorway service stations.

Gordon's previously worked in the energy industry, with his last role being managing director of Npower Business. At this time, Gordon was also a member of the executive team of RWE npower Retail, one of Britain's largest electricity suppliers.

Gordon has held senior management roles at other utility firms including TXU Europe and has led major infrastructure M&A projects throughout his career. He currently sits on the Boards of Empark and Roadchef and has previously held many other Board positions.

Hani Zogheib (Nominated by MAM)

Hani is a Managing Director and heads the diversified infrastructure sector team in Europe.

Hani joined Macquarie in 2007 as a graduate, initially in the Abu Dhabi office, raising regional infrastructure funds, as well as playing a key role in the development and management of greenfield public-private partnership projects. Hani moved to Macquarie's London office in 2013 and has since then, played a key role in various transactions including the divestment of several of MEIF I's assets including Arlanda Express, Bristol Airport and Thames Water.

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Hani holds an Msc in Finance from Warwick Business School, UK. He is fluent in Arabic, French and English and leads MAM's diversity and inclusion committee.

Jo Cooper (Chief Executive Officer)

Mrs. Jo Cooper has been a member of the board of directors of Empark since January 2019. Prior to assuming her role at Empark, Mrs. Cooper was the Chief Executive Officer of National Car Parks Ltd., one of the leading car park companies in the UK. Mrs. Cooper has over 10 years of experience in the car park sector. She initially joined as Commercial Director being promoted to Chief Executive Officer one year later.

Prior to that, she worked for six years at Npower where she led the efforts in strategy implementation, operational management and B2B, sales and marketing. She also sits at the Board of Directors of Beauparc as an independent member.

Pedro Agapito (Chief Financial Officer)

Pedro Agapito joined Empark in 2007 and has been CFO since February 2020. Previously, he held the position of Director of Controlling and Audit.

Mr. Agapito was appointed member of the Board of Directors in October 2022. Prior to Empark, Pedro was an audit manager at Ernst & Young, one of the Big Four audit and consulting firms.

Luciano Verdi (Secretary of the Board)

Mr. Verdi is Empark's Chief Legal and Compliance Officer and acts as the secretary of Empark's Board of Directors. He joined Empark in August 2009 and he is responsible for all the legal matters as well as compliance.

Prior to Empark, Mr. Verdi was head of the legal department of Clear Channel. He started his career at Cremades and Calvo-Sotelo as a lawyer.

Corporate Committees

OVERVIEW OF EMPARK CORPORATE COMMITTEES

Executive
Committee

Risk
management
Committee

Audit
Committee

Investment
Committee

Remunerations
and
Appointments
Committee

Compliance
Committee

Health and
Safety
Committee

Executive Committee

The purpose of the Executive Committee is to lead the Group's day-to-day activities under the framework for operations established by the shareholders. The Executive Committee also establishes the basis to determine the global salary policy of the Group. Meetings of the Executive Committee are held on a monthly basis in order to carry out the plan defined by the Board of Directors.

The members of the Executive Committee are C-suite level officers:

- **Jo Cooper** – Chief Executive Officer "CEO"
- **Pedro Agapito** – Chief Financial Officer "CFO"
- **Alejandra López-Baisson** – Chief People Officer
- **Luciano Daniel Verdi** – Chief Legal and Compliance Officer
- **Antonio Jiménez** – Chief Business Development Officer
- **Maximilian Crane-Robinson** – Chief Commercial Officer
- **Martín Costa** – Chief Transformation Officer
- **Peter Hughes** – Chief Technical Officer
- **Luis Blanco** – Head of On-Street Operations
- **Ignacio Merry del Val** – Head of Off-Street Operations

Risk Management Committee

The Risk Management Committee aims at overseeing and coordinating risk management activities to facilitate its identification, evaluation and management as well as establishing the adequate policies to minimize potential corporate-level risks. This Committee also assesses and recommends to the Board acceptable levels of risks, implementation of a risk management framework and internal control systems (including the review of the insurance coverage).

All C-suite level officers participate in the risk management committee together with the Risk Director and representatives from the shareholder. The Risk Committee takes place on a quarterly basis.

Audit Committee

The purpose of the Audit Committee, which is chaired by the Chief Financial Officer, is to review the adequacy and effectiveness of the Company's financial reporting, internal controls and procedures. The Committee shall monitor any issues raised by the Internal Audit department, approve the annual audit plan and the relevant fees.

The Audit Committee is composed by the Chief Executive Officer, Chief Financial Officer and the Chief Compliance and Legal Officer. External Auditors may participate in the Committee as required. Empark is currently audited by PriceWaterhouseCoopers which was appointed in 2018 as the Company's auditor.

This Committee shall meet at least twice per annum of which one of the meetings needs to take place in March before the formulation of the Annual Accounts by the Board of Directors.

Investment Committee

The purpose of the Investment Committee is to review all bids that are submitted, any investment proposal or any opportunity that could affect Empark's profitability. The Investment Committee generally meets every two weeks to review proposals and decide whether and how to proceed. This Committee is called by the CFO as Chairman of the Committee. All the investment proposals are then, reflected in minutes which are held on file by the Finance and M&A team.

The participation of the Investment Committee is comprised by the Senior Management and several Directors as well as two representatives from MAM. The investment decision is taken by the following individuals:

- **Juan Caño** – MAM Representative
- **Hani Zogheib** – MAM Representative
- **Jo Cooper** – CEO
- **Pedro Agapito** – CFO and Chairman of the Investment Committee
- **Antonio Jiménez** – CBDO

Investments exceeding €10m need to go through Board of Directors approval. Investments below the €1m threshold the decision is delegated to the CEO and CFO.

Remunerations & Appointment Committee

The Remuneration Committee is composed by MAM representatives and the Chief Executive Officer of the Empark Group.

The objective of the Remuneration Committee is the establishment of the remuneration structure of the Group, approval of top management's remuneration policy as well as the setting of minimum contractual requirements. As part of the Committee's duty, it is reviewed the assessment of the employees and the adequacy of the remuneration, especially in those cases in which the work performed could have an impact in the corporate risk profile.

Compliance Committee

The Empark Compliance Management Committee is established to oversee and coordinate compliance management activities with the objective of having in place an effective compliance program.

Therefore, the Committee is responsible for ensuring compliance with the Laws and regulations applicable to the Company's business and compliance with the Corporate Code of Conduct and related policies by any worker of the Company.

The participants of the Compliance Committee comprise:

- Chief Executive Officer
- Chief Financial Officer
- Chief People Officer
- Chief Marketing and Commercial Officer
- Chief Legal and Compliance Officer
- Chief Business Development Officer
- Risk Director
- Compliance Officer

This Committee shall meet at least once per annum.

Health and Safety Committee

As described in the Social chapter, Empark has a dedicated Health and Safety Committee since 2018. The purpose of the Committee is to review of the accidents of the month trying to understand the causes, follow up on the implementation of the actions of the Health and Safety plan and develop new corrective measures, when applicable, so as to continue improving the safety culture within the organization.

The participants of the Committee are the following:

- Chief Executive Officer
- Chief Financial Officer
- Chief People Officer
- Chief Legal and Compliance Officer
- Risk Director
- SHEQ Director
- Representatives from MAM

Anti-Money Laundering and Fraud Prevention

Empark has its own policies in order to fight against corruption, money laundering and felony.

For this purpose, Empark developed a Crime and Felony prevention plan which applies to all the group companies and its workers in their professional performance, and which fulfills all the requirements established in the Organic Law 1/2015, reform of Law 10/1995, in which they were established all the supervisory, surveillance and control measures to be applied in a crime or misdemeanor situation. It includes a penal risk matrix that identifies the probability of incurring into an illegal situation from a penal perspective. There are four risk levels identified (high, medium, low, and remote) depending on the type of misdemeanor or felony and the risk activity identified, establishing the different control measures.

The objective of the Crime and Felony prevention plan is to service efficiently for the prevention of fraud within the Company. This plan is a powerful tool for Company members as it establishes a mechanism that helps to identify conducts and punishable procedures both internally and externally and reinforces Company's position of zero tolerance towards illegal activities.

Also, the Crime and Felony prevention plan helps the company to understand which are the actions that can be exercised in a penal situation in order to guarantee Company's interests taking into consideration all the legal requirements and procedural actions. Therefore, Empark has an appropriate whistleblowing channel that would serve to report any breach of Law.

The main mechanisms that the Crime and Felony Prevention Plan has, are the following:

- **Code of Conduct or Ethic Code:** the mission of this code is focused on encouraging the ethic growth and inspire integrity through collaboration, education, respect
- **Equality Plan:** Prepared in order to avoid discriminatory situations
- **Quality and Environment Management Policy:** which is aimed at implementing and maintaining an integrated system for both quality and environmental practices
- **Health and Safety Policy:** provides the mandate to protect our employees, contractors and visitors
- **Data Protection Policy:** ensures the appropriate level of compliance by the organization when processing or retaining personal data
- **Other policies include:** internet utilization rules, gift policy, travel agency policy or the different work instructions for collections and payments management

Anti-Money Laundering is considered within the Crime and Felony prevention plan as high risk given that part of Empark Group's core strategy is based on the acquisition of new assets. Workers are required to pay attention to situations where there could be a lack of integrity in the counterparties we are interacting with, in the context of a potential transaction. In the Crime and Felony Prevention Plan, several measures have been established in order to avoid such situations, the most important being the fact

that all the acquisitions need to go through Investment Committee, or Board of Directors Approval in case it is a sizeable acquisition. The final signing of the transaction needs to be joint by two representatives of the Company.

Also, for all of these transactions, there is a Due Diligence process which covers several aspects from revenue assurance, legal matters to technical or environmental issues in order not to incur in an unacceptable risk. All these transactions are certified by a notary and all

payments are instrumented through bank notes or transfers and evidence of them is deposited in the deed that is signed off by the notary.

Additionally, the company has the necessary work instructions in place for money collection processes in order to avoid employee theft that would result in a redundancy due to disciplinary reasons.

During 2022, it has been provided a specific compliance training for a total of 1158 people.

THE 6 PRINCIPLES OF EMPARK GROUP'S ETHIC CODE



Correct Behaviour

Fulfill all the Laws, legal requirements and internal rules



Legality and Fairness

Act accordingly in all the fields from suppliers to clients



Rigour and Care

Maintain complete and accurate registries



Fairness

Act transparently without compromising the integrity and honesty of any individual of the Company



Loyalty

Protect all the assets, information and interests of the Company



Respect

People, environment and confidentiality, always preserving privacy and making a responsible use of them

Supply Chain

At Empark Group, it is acknowledged that suppliers are an integral part of the value chain as they act as partners along the entire service rendering process, and it is of utmost importance having strong relationships with them. To ensure that our suppliers meet Empark's high standards for ethical conduct and sustainability, it has established a rigorous purchasing process.

Procurement Process



Through this process, the Company asks suppliers to ensure that they comply with our code of conduct and uphold the principles of human rights and sustainability that are central to corporate mission.

For this purpose, there is a centralized team, the procurement team, that takes care of the entire process.

The process starts with the homologation of the supplier. This helps to make sure that the supplier base complies with Empark's high standards in order to avoid misconduct and / or unlawful behaviours.

All of the requirements are stipulated through contractual clauses that are mandatory for all suppliers, and non-compliance could lead to the termination of the contracts in place. In addition, this homologation process is consistent with the requirements established in the ISO 14001 and 45001, respectively.

Once suppliers are homologated, it is critical to ensure that suppliers provide the best quality with the best conditions as long as the service rendered meets the requirements to run the operations. Therefore, the Procurement team makes sure that the suppliers offer all that is needed with the highest quality.

The type of procurement process to follow depends on the type of service required:

- **Request for proposal:** to be employed for large acquisitions with significant technical requirements.
- **Quotes Request**
- **Catalogue acquisition through the internal Procurement Platform:** SAP Ariba

The final decision on which option to select is made by the Procurement department and the relevant team (operations, maintenance,...), in consultation with the other departments involved in the evaluation process. This ensures that the selected supplier not only meets the business requirements but also complies with the company's procurement policies and guidelines.

Customer

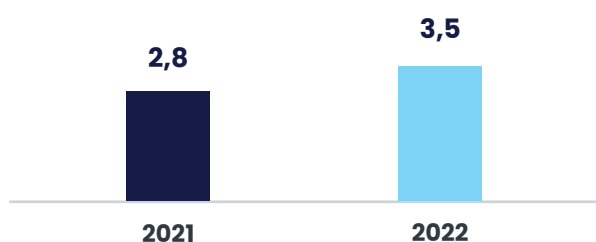
Customers, Users and Digital Experience

Our customers are positioned at the cornerstone of the Company and all the products, initiatives and strategic developments are aimed at providing the best user experience and need satisfaction.

Empark Group's customer universe should take into consideration two different types of stakeholders:

- On the one hand, the municipalities and public entities that tender the concession contracts and
- On the other hand, the final car park or On-Street Service user

TELPARK USERS (MILLION USERS)

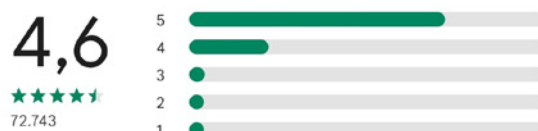


Telpark App allows users to have access to On-Street in close to 70 cities. This requires Group's IT team to be constantly adapting to the new digital environment, different regulations or the different requirements and specification from each city. Additionally, European Directives and regulations are increasingly forcing a movement towards a more sustainable mobility, in line with UNs SDG 11 which aims at achieving more sustainable cities and communities. Therefore, municipalities need to lay out more digital and efficient mobility policies in the cities. That is why Empark is already playing an active role in this transformational change and is already incorporating new functionalities

For municipalities, Empark Group's service is crucial as it manages funds on their behalf. Thus, building trust is essential and requires the Group to meticulously fulfil all specifications outlined in the tender documents.

Telpark App is becoming the core of our business, improving customer service by putting the customer at the centre. In this way we can offer tailor-made products that are adapted to customer always needs. Telpark App represents the major connection point for On-Street and Off-Street users. As of December 2022, Telpark App had a total of 3.5m users in its App being the leading car parking application in Iberia with a 4.5 star-rating in the main application stores.

APP RATING



in its App such as price based on environmental badges, forced rotation and other solutions that try to give response to the Low Emissions Zones.

Separately, for car park and On-Street service customers, Empark is constantly in search of new solutions and improvements to make their experience better and easier as well as developing new products in line with the new expectations and dynamics of the users: ticketless, contactless or flexible products.

The Covid-19 outbreak created an acceleration of the digital agenda and Telpark has been proactive in the development of those new products in order to provide immediate response to users' needs and that have gained traction and popularity. Some examples would be:

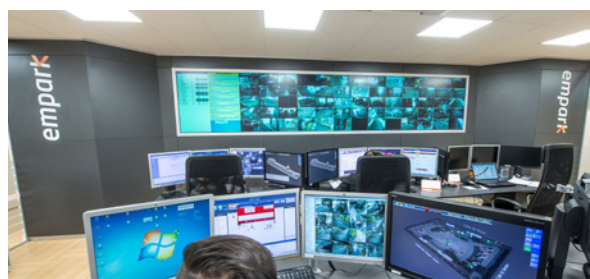
- **Express Entrance:** This allows for accessing the car parks automatically just through plate reading without the need for a ticket or having to go through the payment machine. This makes the experience much more efficient. During 2022, 1.2 million people were already using this solution
- **Pre-Booking:** This is a product that was designed especially for touristic clients through a pre-payment product with limitless entries and exits from the car park. During 2022, more than 126 thousand pre-bookings were managed
- **Multipass:** A newly launched product for the "commuter" which is a pre-payment product that allows one entry and one exit a reduced price, so that more recurring customers can have access to products with good value-for-money without the need of acquiring a 24h Season Ticket
- **Electric Vehicle:** The electric vehicle charging is managed through Telpark App. There were a total of 28.4 thousand users during 2022

Empark continues working on a daily basis on the development of new products and functionalities in order to be proactive in the response to the new challenges new mobility may bring up in the future. Customer Care

Customer Care

There are currently two main sources of Customer Care so as to have the best user experience at our car parks.

Remote Control Centre (CERCA)



Empark Group has a centralized management system to monitor the car park portfolio on a 24/7 basis. On-the-ground personnel is in constant communication with the Remote Control Centre, which can be contacted by any car park user through the cashiers, barriers, or other designated locations within the facility. The goal is to ensure a good customer experience at all times.

The Madrid and Lisbon teams employ a total of 35 full-time employees who received and assisted with 1,178,752 calls in 2022.

Digital Customer Care

Empark Group offers a customer care team that is accessible through multiple channels, such as the App, Web, social media, and telephone, to assist users with incidents or queries related to their services.

In 2022, Empark Group's customer care team, comprising four full-time employees based in Spain and Portugal, successfully solved 94.6 thousand queries or incidents.

Cybersecurity

As Empark Group continues progressing towards greater digitalization and investing in IT infrastructure, Cybersecurity has become a topic of utmost importance in the Company, not only from a data protection point of view but from the avoidance of any cyber-attacks that could affect car park users or systems. Any critical cybersecurity issue should be immediately reported and discussed at the Board of Directors.

Empark is currently certified under the ISO 27001 which is the international ruling that certifies that the company manages information security appropriately. Empark Group has been certified in this ISO since 2017.

In addition, since 2019, Empark has been certified under the Payment Card Industry Data Security Standard (PCI DSS). The PCI DSS is an information security standard used to handle credit cards from major card brands. The standard is managed by the Payment Card Industry Security Standards Council. It was created to better control cardholder data and reduce credit card fraud.

During 2022, Empark has gone through a cybersecurity audit performed by Marsh. As part of the audit scope, penetration tests to evaluate the internal and external security of Telpark systems have been performed with successful results. This assessment provided an updated review of the information security maturity level for Telpark in order to improve the existing measures in the cybersecurity area.

The outcome of the information security assessment performed, described Empark's maturity IT level as Medium-High having highlighted two things of the robustness of the IT infrastructure:

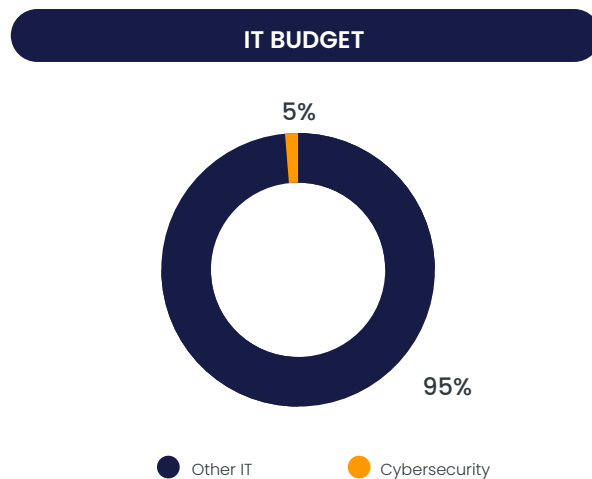
- Information security technical management.
- Quick response in solving the findings detected during the assessment.

Empark Group applies a continuous improvement culture with regards the reinforcement of the cybersecurity procedures of the Company and is constantly adding layers of security in order to have a more robust structure and minimizing / avoiding any kind of cyberattack.

No Cyberattack Attempts during last Year

As part of this cybersecurity culture, periodic training among employees is being provided. It has been set up the application Hoxhunt which consists of randomly sending emails to the employees simulating email attack attempts so that they are familiar with this kind of malware. Every time an employee receives a suspicious email, it needs to report it immediately through an add-in placed on its mail account. On top of this, there are specific trainings concerning cybersecurity matters provided to the employees.

Given its importance for the Company, 5% of the IT budget is dedicated to Cybersecurity matters.



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