



Environmental
Social
Governance
Overview 2024



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Introduction from James Randall, CEO

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"It is only by acting responsibly that we can continue the growth of our platform and provide best-in-class operations for our clients and customers."

The ongoing installation of Electric Vehicle (EV) Charging Points has a critical role to play in ensuring that the appropriate infrastructure is in place to keep pace with EV adoption and ensure that the UK's ambition to significantly reduce transport emissions remains on track.



In 2024, Roam's EV charging network delivered 11.5 million zero-emissions miles, equivalent to displacing over 3,500 tonnes of CO₂, as well as contributing to DEFRA's Air Quality Strategy by reducing nitrous oxide and particulate pollution.

Over the next five years, we aim to grow our business substantially and be a key player in supporting the UK Government's target to install over 300,000 public charge points by 2030.

However, it is not enough for us to help facilitate national decarbonisation efforts. We need to ensure that we act responsibly ourselves in terms of the way we manage our business; serve our customers; look after and develop our people; get involved in our communities; and minimise our impacts on the environment.

We are making good progress but there is more we need to do. You can read more in this report regarding the steps we are taking.

J. Randall
James Randall
Chief Executive Officer



Minimising Our Environmental Impacts

As with all our peers in the EV Charging sector, those emissions over which we have some form of control (Scopes 1 and 2) are minimal compared to the emissions resulting from our value chain (Scope 3).

As we continue to grow our business and install more chargers, our Scope 3 emissions will continue to increase. Our challenge is to ensure that we take the necessary actions to ensure that we reduce our carbon intensity and, over time, our absolute emissions in order to become a net zero business.

Actions:

- ✧ Continue to procure renewable energy for the purposes of our own operations, and consult with clients where appropriate to advise them on renewable energy procurement
- ✧ Continue to gain greater insight into the factors that are driving emissions and improving the quality of our emissions data (We now have validated Product Carbon Footprints for those chargers which we forecast will be responsible for over 90% of our installations over the next five years)
- ✧ Submit our modelled Scope 1 and 2 reduction targets to the Science-based Target Initiative by end 2025 and set ourselves challenging internal, interim targets to drive Scope 3 emissions reductions
- ✧ Roll-out a structured engagement with our tier 1 partners across our value chain in order to align on emissions reductions initiatives (Top 10 suppliers represent 83% of total Scope 3 emissions)
- ✧ Ensure all our employees and contractors are carbon literate as part of our commitments to our ISO 14001 accreditation



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Our Carbon Emissions

It is only by collecting accurate, activity-based emissions data and monitoring it regularly that we can:

- ✧ Identify hotspots where we can make meaningful reductions
- ✧ Track progress
- ✧ Set ourselves meaningful interim targets
- ✧ Ensure we achieve our science-based reduction targets

Carbon Emissions (tCO2e)	2024	2023
Scope 1	108.22	96.07
Scope 2 (Location based)	386.66	118.22
Scope 2 (Market based)	608.64	0
Scope 3	3,350.35	4,650.04
Total	4,453.87	4,864.33

Energy consumption (MWh)	2024	2023
Scope 1	450.54	384.19
Scope 2 (Location based)	1,832.5	570.76
Total	2,283.04	954.95

Empowering Sustainable Hospitality

Macdonalds Hotels & Resorts, operating 30 luxury hotels and resorts across UK and Spain, appointed Roam to install 345 electric charging points in order to reduce the environmental impact of guest travel; improve the overall guest experience; and future-proof its properties for a zero-emission future.

Roam is installing a blend of chargers to accommodate longer stays and short-term visitors.

Roam funds the installation, manages ongoing operations and provide 24/7 customer support.

The results to date:



110 chargers installed



Over **500,000** kilowatt hours of clean energy has saved over **300,000kg** CO₂ emissions



Equivalent to removing over **1,400** petrol cars from the road for an entire year

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MACDONALD
HOTELS & RESORTS

Looking After & Developing Our People

As a fast-growing business operating within a fast-moving sector, looking after, developing and keeping our people is critical to our success.

We also know that motivated, empowered employees deliver the best outcomes for our customers.

What We Are Doing:

- ✧ We have introduced an apprenticeship training programme and recruited our first two apprenticeships
- ✧ In 2024, over 50% of our employees used their learning and development allowance to take up training in areas such as compliance, customer care, and other professional development
- ✧ We introduced mentoring and cross-functional projects to support skill-building and career progression, boosting staff engagement and performance
- ✧ We offer flexible working options and regular team connection days to support work-life balance
- ✧ Each employee is provided with 3 paid Give Back Days a year to support voluntary/charity initiatives
- ✧ 100% completion rate on ISO and Climate training

How We Are Performing:

- ✧ During 2024, our customer satisfaction rated at 90% for overall installation, 90% for customer service, and 100% for the completed installation
- ✧ 100% of clients surveyed would recommend Roam as a charging point installer and operator



Supporting Our Communities

In 2024, we delivered 41 days of volunteering and charity activity, including:

- ✧ Working with the Marine Conservation Society
- ✧ Contributing to the Alzheimer's Society
- ✧ Supporting Sussex Wildlife Trust

We believe in being a force for good in society as well as the environment.

Roam volunteering for Sussex Wildlife Trust, clearing Himalayan Balsam from Crawter's Brook Park, Crawley



Roam volunteering for the Marine Conservation Society, litter picking on Littlehampton beach



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Managing Our Business Responsibly

We continue to put in place the right foundations, through committee structures, policies and industry accreditations and memberships to ensure we act and behave responsibly.

During 2026, we will put in place credible KPIs to support and drive the commercial and sustainable ambitions of our business.

The Roam ESG Committee meets quarterly and reports directly into the Roam Board. Two of its members* are also Board Members. ESG is a fixed item on the Board Agenda.

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James Randall*
Chief Executive Officer



Madeleine Idun
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Sarah Lane*
Non-Executive Director
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Sabine Chalopin
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Environmental Social Governance Overview 2024



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