



Sustainability Report

for the financial year 2023/24



This sustainability report covers FY2023/24 and is prepared in compliance with the Danish Financial Statements Act. Circle K's financial year runs from 1 May 2023 to 30 April 2024. The Danish text of this report is a translation of the English version. In the event of discrepancies between the Danish version and the English version, the English version prevails. The report is prepared in accordance with sections 99a, and 99d of the Danish Financial Statements Act.

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PETER RASMUSSEN

The world is moving towards a fossil-free future.

So are we. In the past year, Circle K maintained its focus on investment in sustainable solutions of the future, ensuring the well-being of our team members in the workplace, and making a positive impact on society through our business partners. The visible consequences of global warming highlight the importance of finding solutions together to reduce our reliance on fossil fuels in the future.

The Danish transport sector is facing dramatic changes. The electrification of private vehicles is accelerating faster than expected, which has a profound impact on our infrastructure. Today, almost half of all newly registered vehicles are electric vehicles, a number that is expected to increase. Targets that were seen as very optimistic a few years, is already today surpassed by reality. The EV charging market is complex and characterised by a variety of payment models and options



¹ https://www.drivkraftdanmark.dk/wp-content/uploads/2022/11/Drivkraft-Danmark_Onepager_FINAL.pdf

for charging at home, at work, or on the go. These dramatic changes place new and high demands on those who supply the electricity needed to power electric vehicles.

This year, we further accelerated the roll-out of high-speed EV chargers at our mobility locations. In the past year, we rolled out 176 new high-speed EV charge points, now having a total of 348 high-speed EV charge points across 79 mobility locations. We recognize our role and responsibility in the green transition, and we know how important it is for electric vehicle owners to know that they can charge their vehicles on the go. Although people mainly charge their vehicles at home or at work, the EV charging infrastructure in cities and along highways is crucial.

Circle K's vision is to become the world's leading convenience and transport energy destination. Simply put, convenience is about making life easier for our customers. We want to make it easy for our customers to make sustainable choices when charging or refuelling their vehicles and shopping in our stores. In October 2023 and February 2024, we opened two new stores, both of which are an investment in the infrastructure of the future with a focus on sustainability and intended as a place where people can charge their vehicle when they are on the go.

Our customers/the consumers demand for more sustainable solutions is crucial for the speed of the transition of Circle K and the market. It is therefore important that our efforts are noticed by our customers. In March



“Employee satisfaction is a key priority for Circle K”

2024, the Sustainable Brand Index™ was published. The Sustainable Brand Index™ is Europe's largest independent brand study that measures consumers' perception of a brand's sustainability efforts. The study showed that Circle K has moved up 59 places – from number 200 to an overall ranking of number 141 – coming in second as the most sustainable brand in the fuel category in Denmark in 2024.

Employee satisfaction is a key priority for Circle K. Safe and happy employees are crucial to achieving our goals. This year, for the second year in a row, we saw an improvement in our My Voice survey, which measures employee satisfaction. We achieved a score of 4.34 on a scale of 1-5 this year – an increase of 0.08 from 2022/23. Our employees are our most important asset – both in terms of our core business and in terms of the transformation our business is going through. Therefore, again this year, we have focused on the importance of treating our store employees with respect, as it creates a safer working environment and prevents conflicts and harassment which some of our employees unfortunately experience from time to time. In addition, we have worked to increase diversity and inclusion in our workplaces. We have set up an internal diversity group and implemented a new recruitment tool that helps to increase employee diversity.

This sustainability report describes Circle K initiatives – both major and minor – aiming to contribute to a more sustainable development in the communities where we live and work. The report also details Circle K's sus-

tainability targets. It describes our efforts to reduce our carbon emissions, and how we execute on our ambition to be a responsible company that contributes to creating a better and safer future as we minimise our footprint on the planet. One of our priorities this year has been to map our scope 1, 2, and 3 emissions, which has given us valuable insight into our largest emission sources and where we need to take action. We still have a long road ahead, but I am proud of the important steps we have taken so far for our planet, our people, and its prosperity.

I want to thank everyone who has contributed to the continued development and implementation of initiatives over the past year. I look forward to continuing this important work in the coming years.

I hope you will enjoy reading the report!

Peter Rasmussen
CEO, Circle K Denmark

Business model and key figures

Circle K Danmark A/S (Circle K) is part of Alimentation Couche-Tard Inc.

In January 2024, the group added more than 2,000 stores to its network following the acquisition of parts of Total Energie's retail network in Germany, Belgium, the Netherlands, and Luxembourg. The group now has a total of ~16.700 convenience and mobility locations and approximately ~149.000 employees in 31 countries around the world.

In Denmark, Circle K operates two separate brands (Circle K and INGO) in a total of 436 locations across the country. At 208 of our Circle K mobility locations, we also offer food, beverages, and car wash services in addition to fuel. 48 of INGO's mobility locations also offer car wash services. In addition, we have 348 high-speed EV charge points across 79 mobility locations. Circle K employs 2,728 people, 73% of whom are part-time or hourly paid workers. 194 people work at our service office in Copenhagen.



16.700

locations worldwide



2.728

employees in Denmark



436

locations in Denmark comprising

208

Circle K stores

2

Circle K unmanned mobility locations

28

Circle K truck service stations

198

INGO mobility locations



DKK 13.6 billion

in revenue and earnings (EBITDA) of DKK 838 million in FY2023/24

Sustainability framework

We have three main pillars – planet, people, and prosperity

The climate and environment of our planet is challenged. Being a leading Danish supplier of fuel and energy, we recognise our responsibility and our obligation to contribute to a sustainable future.

Our work is based on our sustainability ambitions, divided into three focus areas:



UN's sustainable goals

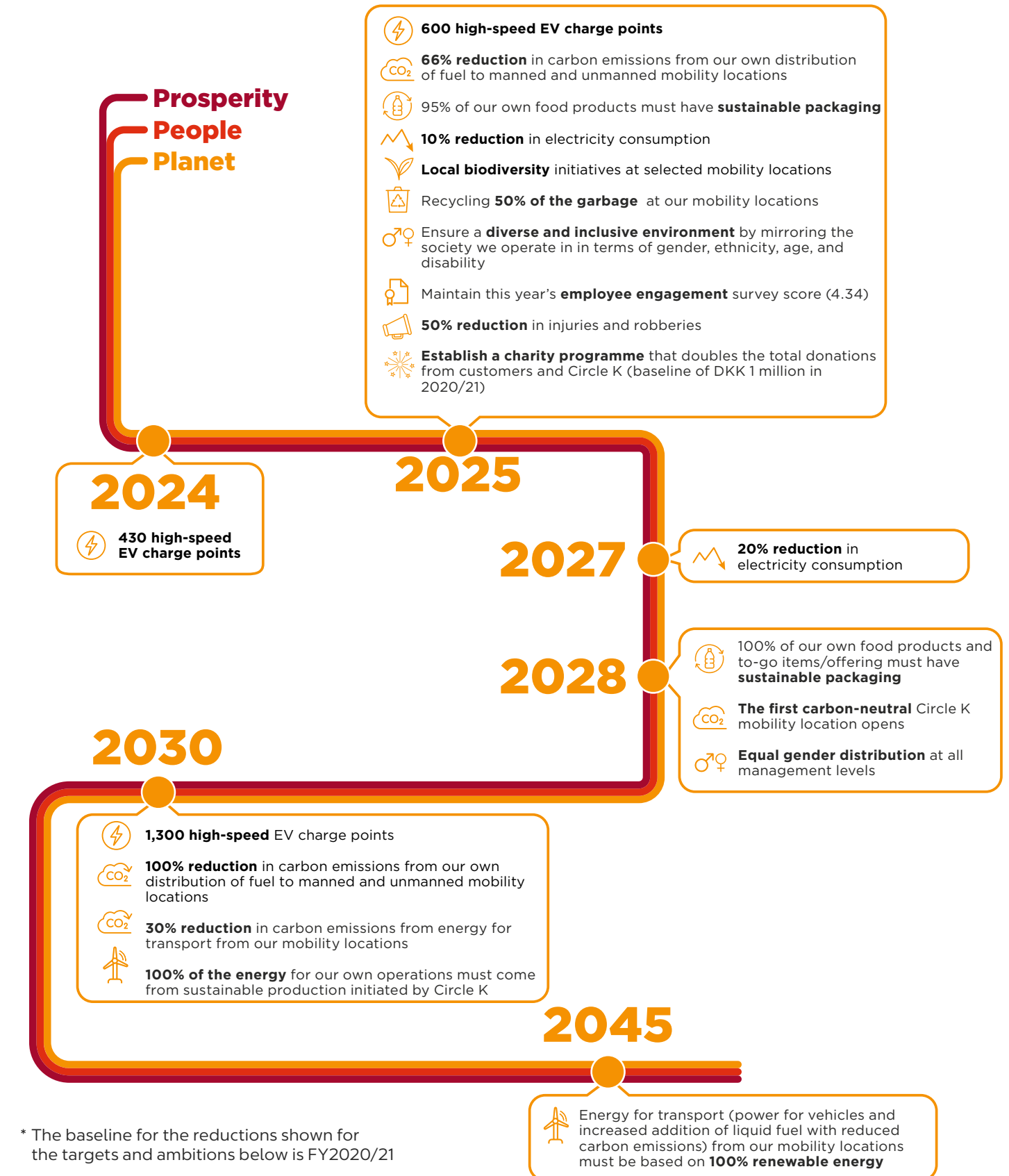
As our sustainability efforts are a continuous process, we continue to develop our strategic platform and translate it into concrete action in our business.

We have been working with the UN's sustainable development goals (SDGs) since 2020. Based on these goals, we have identified six sustainability priorities within the three pillars where we believe we can make a significant difference – for the planet, our people, and prosperity.

OUR WORK IS CENTRED ON THE SIX SDGS SHOWN IN THE MODEL BELOW:

| FOCUS AREA | SDG | AMBITION | SUSTAINABILITY PRIORITIES |
|--|--|--|---|
|  PLANET |  7 AFFORDABLE AND CLEAN ENERGY | <i>We want the transport of the future to be powered by renewable energy sources and are committed to transforming our own business.</i> | <ul style="list-style-type: none"> Climate, e.g. greenhouse gases and energy consumption Resources, e.g. packaging consumption, water, plastic, waste, and food waste |
| |  12 RESPONSIBLE CONSUMPTION AND PRODUCTION | | |
|  PEOPLE |  5 GENDER EQUALITY | <i>We want to contribute to diversity and inclusion by living our values of openness and employee engagement.</i> | <ul style="list-style-type: none"> Employee engagement Working environment Training and education Diversity and inclusion |
| |  8 DECENT WORK AND ECONOMIC GROWTH | | |
|  PROSPERITY |  16 PEACE, JUSTICE AND STRONG INSTITUTIONS | <i>We want to be a responsible company that contributes to society and minimises our impact on the planet by engaging customers and employees and partnering with organisations that share our values and goals.</i> | <ul style="list-style-type: none"> CSR Partnerships with organisations that share our values and goals with a focus on children and food waste Supplier agreements |
| |  17 PARTNERSHIPS FOR THE GOALS | | |

Targets and ambitions





Planet



It is our ambition to contribute within our business areas to a future with a planet with a neutral or negative GHG footprint.

One of this year's major projects under the 'planet' pillar was the comprehensive and resource-intensive task of mapping our total carbon emissions – a crucial and central part of our efforts to ensure a more sustainable business. As a result, we approached the task with a firm focus and dedication even though it meant directing resources away from other sustainability initiatives that we are working on.



Our direct and indirect carbon emissions



What is scope 1, 2 og 3²?

Scope 1: Direct emissions

Emissions come from activities that the company controls directly. It includes Energy consumption from on-site heating units (Gas and oil boiler).

Scope 2: Indirect emissions

Emissions are the indirect emissions in connection with the energy that Circle K buys, i.e. electricity and heat. In accordance with the greenhouse gas protocol, Scope 2 emissions are calculated according to both the market- and location-based method (also called double reporting).

Scope 3: Other indirect emissions

Scope 3-emissions relate to emissions from sourced that Circle K itself does not directly own or control. They cover emissions from purchased goods and services, but also waste disposal, transportation and use of product.



²Detailed description of the accounting principle is on page 46

Development in scope 1, 2, and 3 emissions expressed in tCO₂e

| CO ₂ -equivalents in tons CO ₂ | Fiscal year | | | |
|--|------------------|----------|----------|----------|
| | 2023/24 | 2022/23* | 2021/22* | 2020/21* |
| Scope 1 – Heating | 240 | 329 | 377 | 373 |
| Scope 2 – Energy – Locationsbased | 1.937 | 1.913 | 1 | |
| Scope 2 – Energy – Markedsbased | 21.193 | 20.933 | - | |
| Scope 3 – Value chain | 4.851.411 | | | |
| 1. & 2. Purchases of goods, services & fixed assets | 367.298 | | | |
| 3. Energy – Heating | 58 | | | |
| 4. Upstream transportation | 3.251 | | | |
| 5. Waste | - | | | |
| 6. Travel | 249 | | | |
| 7. Employee transportation | 76 | | | |
| 9. Downstream transportation | 244 | | | |
| 11. Use of sold products - Fuel products | 4.480.234 | | | |
| Total emissions Location based | 4.853.588 | | | |
| Total emissions Markedsbased | 4.872.844 | | | |

* Revised with 2023 emission factors as we have improved our method of calculation and data transparency

As can also be seen from the table, our scope 3 emissions make up the vast majority of our total footprint. To achieve our ambitious target that the fuel from Circle K's mobility locations must be based on 100% renewable energy by 2045, we need to actively promote sustainable development. However, the success of these efforts depends on the political framework conditions and the presence of greener vehicles. This year, we maintained our scope 2 performance but we still have a long road ahead of us to reach our ambitious 2045 target.



Our scope 1, 2, and 3 emissions primarily occur within the following three areas, which require different actions to achieve our overall sustainability targets:

- 1: Within scopes 1 and 2, our primary emissions come from our electricity and heat consumption. Our work is therefore based on the goal that most of our existing stores will undergo renovations over the next few years to improve energy efficiency and become climate neutral by 2045. We are already taking targeted action to reduce our energy consumption at the individual sites and will continue to do so until we reach our goal in 2045.
- 2: Scope 3 accounts for 99.96%³ of our CO₂e emissions in 2023/24. Within scope 3, the vast majority of our carbon emissions come from the sale of fuels. Therefore, reducing carbon emissions from the sale of fuels is the most important goal from a climate perspective. To achieve our carbon neutrality goal, we will phase out our fossil fuel business by 2045 and grow our non-fossil business by rolling out high-speed EV chargers. In addition, our ambition is to replace all our fuel pumps with internal combustion engines in our own distribution with electric trucks at the pace permitted by the regulatory framework.
- 3: Within scope 3, we also want to reduce emissions related to employee travel, waste, and product packaging in our stores. Emissions make up a small part of the total carbon accounts, for example compared to emissions related to fuel sales.

³ Locationsbased



The first main area of our sustainability efforts can be divided into three main focus areas. The first is mobility, which comprises targets and initiatives related to reducing carbon emissions and minimising the environmental impact from energy for transport. The second is energy and water consumption, which comprises targets and initiatives related to reducing the consumption of primarily electricity and water in our own distribution and in our car wash. The third and final category is convenience. This category comprises targets and initiatives specifically related to reducing the use of packaging, waste, and food waste.

These three focus areas will be discussed individually below. Each section contains targets and ambitions, results from the reporting year, and a review of the initiatives as well as initiatives launched to promote a sustainable transition.

Mobility

We want the transportation sector of the future to be powered by renewable energy sources and are committed to transforming our own business.

This section describes initiatives aimed at reducing our carbon emissions and environmental impact from transport. The transport industry plays an important role in developing future-proof solutions to the green transition. It is therefore crucial that future transport is powered by energy sources and fuels with much lower carbon emissions than is the case today.



TARGETS AND AMBITIONS TOWARDS 2045

We have taken some important first steps towards a more carbon-neutral future. In addition, we have set ourselves a ambitious short-term and long-term targets.

- **2025:** 66% reduction in carbon emissions from our own distribution of fuel to manned and unmanned mobility locations
- **2028:** 88% reduction in carbon emissions from our own distribution of fuel to manned and unmanned mobility locations.
- **2030:** 100% reduction in carbon emissions from our own distribution of fuel to manned and unmanned mobility locations
- **2028:** 12% reduction in carbon emissions from energy for transport from our mobility locations (power for vehicles and increased addition of liquid fuel with reduced carbon emissions).
- **2030:** 30% reduction in carbon emissions from energy for transport from our mobility locations (power for vehicles and increased addition of liquid fuel with reduced carbon emissions)
- **2045:** 100% reduction in carbon emissions from energy for transport from our mobility locations (power for vehicles and increased addition of liquid fuel with reduced carbon emissions)



Our ambitious targets mean that the carbon emissions from fuels from our mobility locations must be reduced by 30% by 2030, and that we must be 100% climate neutral by 2045. This also applies to the fuels that we sell at our mobility locations. It is an ambitious goal that requires a great deal of action.

Therefore, we have invested heavily in increasing the number of high-speed EV chargers across the country and will invest more than DKK 1 billion towards 2030. The number of electric vehicles is increasing in Denmark, and so we are working hard to ensure that there are plenty of opportunities for car owners to charge their vehicles throughout Denmark.

In addition, in recent years, we have been instrumental in driving the development of new fossil-free transport solutions. Among others, we have entered into a dialogue with political decision-makers about changing the framework conditions for the use of Power-to-X (PtX) such as e-methanol. Further, contributed and participated in tests of the use of e-methanol together with the Port of Aalborg and Aalborg University. We are very proud of the work we have done, and wished toto continue. Unfortunately, due to the lack of political focus

on creating the right framework conditions for use of this technology we are going to suspend further investment in the technology.

If the framework conditions change, we will be ready to invest in a solution which we still believe can be instrumental in the green transition of the transport area – especially heavy transport. If the green transition of heavy transport is to be attractive to hauliers, we need to devise solutions that make it easier and faster to switch to alternative fuels. Switching to alternative fuels must be attractive to hauliers, and if demand does not come about by itself, policymakers should consider how to further regulate the market. Until the framework conditions for PtX change, we will intensify our focus on increasing the number of high-speed EV chargers at our mobility locations, rolling out EV chargers for our B2B customers. Further ensure a market with healthy competition, transparent products and market prices to support the green transition of the transport sector.



KEY RESULTS IN 2023/24

- With 176 high-speed EV charge points installed at 26 mobility locations, we now have a total of 348 high-speed EV charge points across 79 different mobility locations across the country – an increase of 51%.
- 36% of the diesel used in our own operations (distribution of fuel to manned and unmanned mobility locations) has been replaced by HVO.

This year, we have continued our heavily investments in expanding the EV charging infrastructure. This means that we have given our customers 176 new options, which make it easier for them to replace their polluting fossil fuel-powered vehicle with an electric vehicle. The 176 high-speed EV charge points have been installed at 26 mobility locations across the country, ensuring access to high-speed EV chargers in rural areas, large cities, and along highways. We successfully installed more high-speed EV charge points this year than last year, resulting in a total of 348 high-speed EV charge points.

In last year's sustainability report, we wrote about our target of using HVO to achieve a 66% carbon emission reduction in our own distribution of fuel to manned and unmanned mobility locations by 2024. We did not meet this target, as 36% of the vehicles in our own distribution currently run on HVO. Further, consumption has declined from 46% to 36% since last year, as we lost an important mobility location with HVO in the Fredericia area. This made it more difficult for some

of our distribution vehicles to refuel with HVO. From a broader climate perspective, driving detours just to be able to refuel with HVO is not ideal. It would have enabled us to achieve our target, but it would not be good for the planet. We also expected that we would be able to expand our HVO offering beyond the 12 mobility locations currently in our network and thus increase HVO consumption. Unfortunately, we were unable to do so at stations where this would make sense from a distribution standpoint. HVO is not the right solution in the long run, and we hope that when the regulatory framework allows it, we will be able to replace all our fossil fuel distribution trucks with electric trucks by 2030. As a result, we maintain our target of a 100% reduction in carbon emissions from our own distribution of fuel to manned and unmanned mobility locations by 2030.

Until electric vehicles become a viable option in our distribution, we will compensate by mixing HVO with regular diesel in the diesel tanks at our mobility locations.

Future initiatives and focus areas

The green transition of the transport sector is essential if Denmark is to achieve its climate targets. The Danish electric vehicle and EV charging markets are growing rapidly, and the electrification of private vehicles has a profound impact on the Danish infrastructure. This places new and high demands on fuel suppliers, so that consumers can make an informed decision when it comes to charging their electric vehicles. In late September 2023, there were around 287,000 electric and plug-in hybrid vehicles, corresponding to 10.2% of the total number of vehicles in Denmark⁴. In addition, electric vehicles now make up about half of all newly registered vehicles in Denmark.

As such, there is a huge and growing need for EV chargers across Denmark. The transport sector is vital to the economy, and as a result high-speed EV chargers play an increasingly important role in maintaining growth, employment, and productivity in Denmark⁵.

Although people will also charge their vehicles at home or at work in the future, the infrastructure in cities and along highways is crucial. Increasing the number of high-speed EV chargers across the country is important to help people make a more sustainable choice. Circle K's long-term ambition is to install 1,300 high-speed EV charge points by 2030, and so far, we plan to invest more than DKK 1 billion in total.



⁴ Ladeinfrastruktur-og-opladelige-biler-3-kvartal-2023.pdf (transportministeriet.dk)

⁵ Ladeinfrastruktur-og-opladelige-biler-3-kvartal-2023.pdf (transportministeriet.dk)

All in all, this means that fossil fuels will still be needed in the coming years, as almost 90% of all vehicles in Denmark are not powered by electricity.

It is particularly important to ensure healthy competition in the market, as this supports an efficient and rapid development of the green transition of the transport sector, which will benefit us all. To strengthen market competition we urge policy-makers to follow the three overall recommendations from the Danish Competition Authorities.



1. The consumers must be able to use all publicly accessible charge points and pay as you go with a payment card
2. The EV charging market in Denmark must be transparent for the consumer and easy to understand
3. Bundling of home and public charging services is not the way forward

We had an ambition to reach 450 high-speed EV charge points by May 2024, but this ambition has proven difficult to fulfil due to delays by the electricity grid companies, struggling to connect all the installed high-speed EV chargers to the grid on schedule. However, we expect to fulfil our ambition during the summer of 2024. Circle K has an ambition to have a total of 560 Circle K high-speed EV charge points by May 2025, heading for 1,300 high-speed EV chargepoints by 2030. In the past year, we also launched an EV Home- & Workplace solution for our B2B customers installing EV charging facilities for company cars at the office and at home.

In a projection note, the Council for Green Transition assesses that "Every fourth truck in Denmark will be powered by electricity by 2030, and more than half of all trucks will be electric by 2035."⁶ We expect to be able to install six dedicated EV charge points for electric trucks at three different mobility locations (Stillinge, Slagelse, and Padborg) during the summer of 2024. Our ambition to have four locations with EV charge points for electric trucks was not fulfilled in FY2023/24, primarily due to delays by the electricity grid companies, but also due to our decision to focus on setting up high-speed EV charge points at existing mobility locations. This was done to ensure charging access for the growing number of electric vehicles.



⁶ <https://via.ritzau.dk/pressemeddelelse/13780977/fremtiden-for-el-lastbiler-er-langt-lydere-end-hvad-energistyrelsen-og-eu-kommissionen-laegger-op-til?publisherId=13561517&lang=da>

Energy and water consumption

At Circle K, we have worked for many years to minimise energy and water consumption in our stores and at our service office. Back in 2007, Circle K Denmark began replacing oil boilers, switching to water-saving taps and LED bulbs. The energy crisis in 2022 once again sharpened our focus on energy and water consumption. Our main effort in this area has still been included replacing lighting and taps, installing water sensors, setting up car wash bays with water treatment systems, and putting doors on refrigerators.

Our scope 1 and 2 emissions mainly come from the large amounts of energy used by our stores, which is one of the reasons why energy and water-saving measures are essential.

TARGETS AND AMBITIONS

The baseline for the reductions shown for the targets and ambitions below is FY2020/21.

- **2025:** 10% reduction in electricity consumption.
- **2027:** 20% reduction in electricity consumption.
- **2028:** The first carbon-neutral Circle K mobility location opens.
- **2045:** All Circle K mobility locations are carbon neutral.



We decided to use FY2020/21 as the baseline in line with other Circle K markets in Europe. Since we have been working to reduce our energy and water consumption for over 15 years, we have already captured the low-hanging fruit, making it more difficult to achieve our targets. Our targets are European reflecting the transition of all European Circle K stores. Circle K Denmark will deliver a small share of the overall target, but we have decided to maintain our ambitious targets to secure continued focus on reducing energy and water consumption. We have achieved a reduction of 7% compared to the baseline. It will be difficult to

reduce our electricity consumption further in the future, which is why we focus on ensuring that we use the right electricity.

KEY RESULTS IN 2023/24

- We have installed light sensors, phased out oil-fired boilers in favour of other heat sources, installed water-saving car washes, replaced HVAC systems, refrigeration and freezer systems, which have reduced energy consumption by 2.3% and provided annual savings of 954 kWh.
- In addition, in 2023/24, we replaced over 500 taps in our customer- and staff toilets, reducing our water consumption by 30 m3 annually per store.

Circle K carwash bays

In FY2023/24, we installed six water treatment systems at four Circle K mobility locations in Denmark. Carwash bays with the new water treatment system only use 35 litres of water per car wash compared to 110 litres for wash halls without water treatment systems. This reduces water consumption by up to 85% per car wash. The water treatment systems also carry the Nordic Swan Ecolabel due to their water treatment capabilities, use of Nordic Swan Ecolabelled products, and low environmental impact.

A total of 26 mobility locations are currently equipped with water treatment systems. We will continue to install new, efficient water treatment systems in FY2024/25.

INGO carwash bays

In 2023/24, INGO installed water treatment systems in four carwash bays, which means that 16 of the 38 INGO CARWASH in Denmark have water treatment systems. A water treatment system is installed every time a car wash is upgraded. Our ambition is to upgrade three car wash bays in 2024/25 and to install water treatment systems in all car wash towards 2030.



Biodiversity

INGO has launched a number of initiatives to improve biodiversity at their mobility locations. Since 2022/23, INGO has converted several of its lawns at selected mobility locations into wildflower meadows to increase biodiversity and improve the habitat conditions of bees and insects. Without insects, bees, and flowers, we will lose many of the crops and wild plants that provide us humans with a variety of nutrients. In 2023/24, 25 out of 201 INGO mobility locations were planted with wildflowers, a number that is expected to increase to 50 locations across Denmark in 2024/25.





OTHER ENERGY- AND WATER-SAVING INITIATIVES



We are continuously implementing a range of energy-saving initiatives in our stores and at our service office. In FY2023/24, we further implemented the following energy- and water-saving initiatives:

- Installed light sensors in all secondary rooms, including storage rooms, offices, technical rooms, and sheds.
- Removed over 200 computers and monitors from our mobility locations, reducing power consumption by approximately 120 watt per hour per computer.
- Introduced a paperless system at our mobility locations, reducing paper consumption by approximately 1,400,000 sheets annually.
- Set a temperature requirement of 21 °C in our offices, stores, and storage rooms, which is expected to provide savings of around 4,400 kWh per year per store.
- We recycle all the furniture and refrigerators in our stores and have switched to more sustainable refrigerants.
- In October 2023, we opened a new store in Odense SØ. It is one of two new mobility locations with an integrated energy solution. To ensure lower electricity consumption, less heat generation, and less noise, the store's food and beverage coolers are cooled by an integrated energy solution, which is expected to provide savings of approx. 20-30%. Solar panels have been installed on the roof. In addition, the location has a Car wash bay for passenger cars installed with a water treatment system. The new mobility location is designed for electric vehicles, therefore the petrol and diesel pumps, which are normally placed in the centre of mobility locations, have been moved to the sides, increasing the visibility of the 12 high-speed EV charge points.
- In February 2024, another new mobility location opened in Recharge City in Horsens being the first sustainability-certified Circle K mobility location. Recharge City is sustainability-certified according to the German DGNB Gold certification scheme, which covers Circle K's store and buildings.
- In addition, we have installed solar panels on roofs, set up a car wash with a water treatment system and introduced other water- and energy-saving measures.
- In the organisation, we have tightened the requirements to be met when buying new energy optimisation solutions and focused on reducing the number of kWh used.

These initiatives have helped Circle K to save 3,462,159 kWh, which is a reduction of 7.3% ⁷ from FY2022/23 to FY2023/24.

⁷ Does not include the energy consumption of EV chargers at our mobility locations.

FUTURE INITIATIVES AND FOCUS AREAS



In the coming financial year, we will continue our many energy-saving initiatives to achieve our target of reducing energy consumption by 10% by 2025. We will achieve this through a number of initiatives:

Goals



ENERGY – 10% REDUCTION IN ELECTRICITY CONSUMPTION AT EACH MOBILITY LOCATION BY 2025

- 100% phase-out of remaining oil-fired boilers (12oil-fired boilers)
- Installation of water recirculation systems in all new and upgraded wash bays.
- Continued implementation of energy optimisation initiatives such as putting doors on refrigerators, temperature control etc. - reducing energy consumption by 3-5% per degree the temperature in our refrigeration and freezer systems is increased.
- Installation of water treatment system in all new and upgraded carwash bays.
- Replacement of 10% of our old heat pump's ventilation/air conditioning systems with more modern and efficient models, as well as refrigeration/freezer systems and equipment in our stores.
- We are testing a groundbreaking solution that combines digital twin and AI technology with our Easy-Cool system. The solution can predict and minimise energy consumption to ensure an optimal indoor climate in our stores, while also saving energy and reducing carbon emissions. Depending on the test results, the intention is to replace older ventilation and cooling systems with a new, modern, and energy-efficient combined system, which will contribute to our overall target of approximately 20% energy reduction by 2027.
- Opening of a mobility location with an integrated energy solution in Roskilde in the autumn of 2024.

Packaging and waste

This section describes targets and initiatives aimed at reducing our carbon emissions and environmental impact from packaging and waste. Circle K also has high ambitions for the convenience area, and we want our customers to feel that we work with it in a sustainable way.

TARGETS AND AMBITIONS:

2025:

- 95% of our own food products and to-go items/offering must have sustainable packaging
- Recycling 50% of the waste at our mobility locations

2028:

- 100% of our own food products and to-go items/offering must have sustainable packaging

KEY RESULTS IN 2023/24

- We have reduced the amount of packaging by 27,751 kg, corresponding to 14%.
- We have reduced our consumption of plastic lids by 688 kg, corresponding to 7.9%.
- We have increased our recyclable waste volume by 1,666,031 kg, which is almost 20%.

Packaging

At Circle K, we are committed to promoting sustainability through our packaging strategy. Our goal is to ensure that 95% of our own food products have sustainable packaging by 2025. We are working with our packaging suppliers and third-party suppliers to develop smarter and more sustainable packaging solutions to reduce our environmental impact.

All our stores have a food packaging guide that describes ways to reduce and minimise packaging consumption. Our employees are informed and trained in how to use the guide. Reducing waste and increasing recyclability are essential to reducing the climate impact of our stores. Therefore, we are actively working to reduce our use of plastic and packaging, for example by asking our customers if their food will be eaten immediately, which eliminates the need for packaging to keep it warm.

In 2022, we simplified our food packaging, reducing the amount of packaging by 27,751 kg, corresponding to 14%. Below is a list of the amount of packaging ordered from our supplier Reitan and used across all our 208 stores in the past three years:



- **2021:** 195,292 kg
- **2022:** 188,692 kg
- **2023:** 167,541 kg

In June 2022, we put up signs in all our stores next to our coffee cups that read: Tip! Our coffee also tastes great without a lid. If you need a lid for your coffee, please only take one. The sign has helped reduce our consumption of plastic lids by 688 kg since 2022-2023, resulting in a 7.9% reduction in the number of lids used and less use of plastic.



Tip!

Our coffee also tastes great without a lid. If you need a lid for your coffee, please only take one.



The number of cups of coffee sold has remained constant over the three-year period:

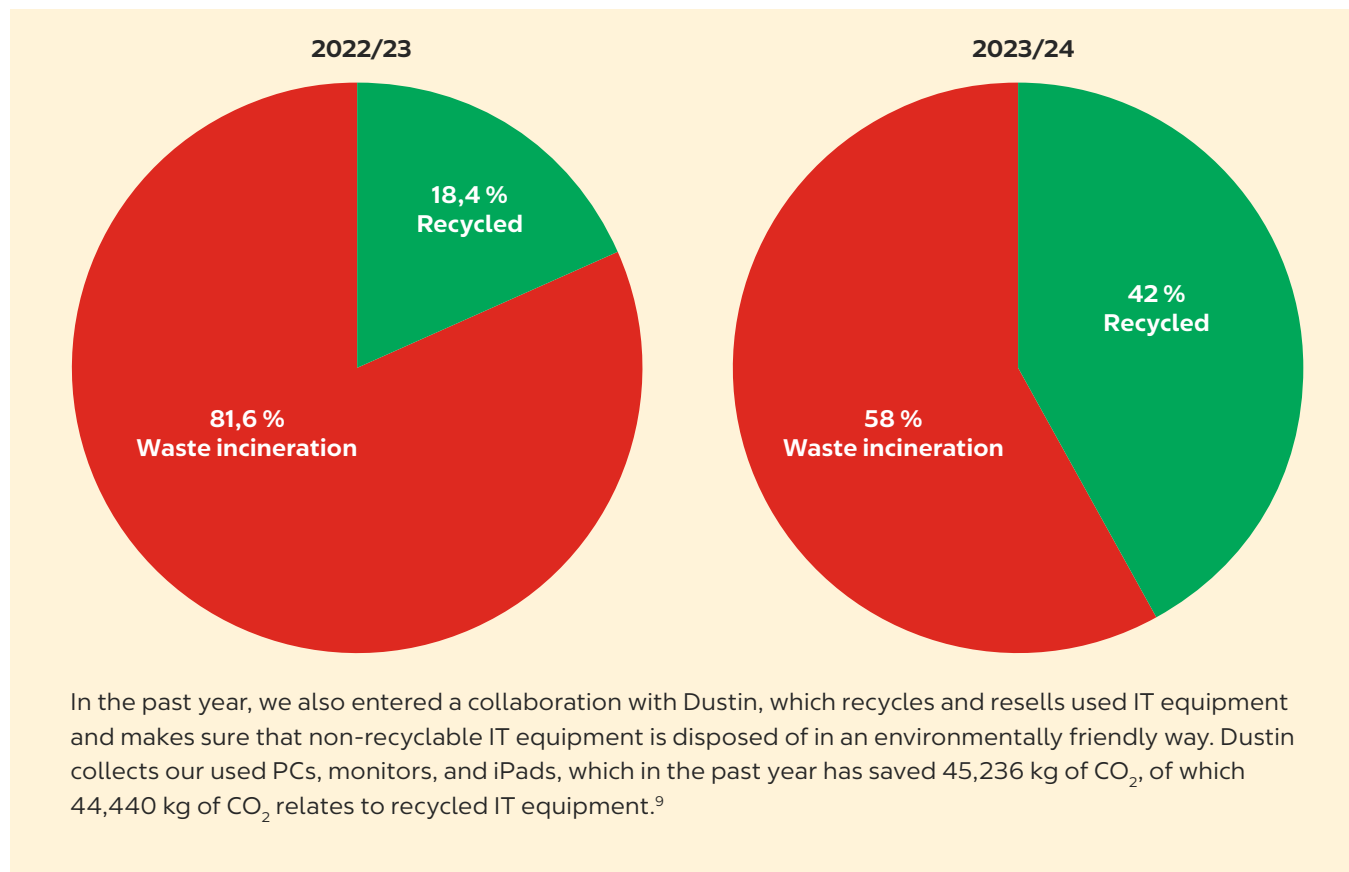
- **2021:** 8,957 kg plastic
- **2022:** 8,613 kg plastic
- **2023:** 7,925 kg plastic

Waste

Reducing waste and increasing recyclability also help to reduce the climate footprint of our stores. Correct waste separation contributes to a more efficient use of resources. Our employees are informed and trained in correct waste handling, and we are exploring ways to make waste separation easier for our employees and customers. Moreover, it is important for raising awareness of sustainable initiatives among employees and customers.

Reusing and recycling materials reduces the need to produce new resources which is better for our planet. In FY2023/24, all our stores separated waste into food, paper, cardboard, metal, plastic, residual and hazard-

ous waste, increasing our recyclable waste volume from 18.4% to 42.0%. This means that 1,832,907 kg out of a total of 4,363,252 kg of waste were recycled.⁸



In the past year, we also entered a collaboration with Dustin, which recycles and resells used IT equipment and makes sure that non-recyclable IT equipment is disposed of in an environmentally friendly way. Dustin collects our used PCs, monitors, and iPads, which in the past year has saved 45,236 kg of CO₂, of which 44,440 kg of CO₂ relates to recycled IT equipment.⁹

Future initiatives and focus areas

In addition to continuing the successful initiatives to reduce our consumption and carbon emissions, we will implement further sustainability initiatives. In the coming year, we will therefore enter into an agreement with GreenMind who will collect and recycle our used and discarded mobile phones – not only those discarded by

Circle K but also our employees' private mobile phones. Any resale value of the mobile phones will be donated in full to the Danish charity Børns Vilkår.

In addition, we are continuously looking into other initiatives to make convenience more sustainable.

⁸ Waste management report from our supplier Marius Pedersen A/S
⁹ Takeback report fra Dustin

Food, drink, and food waste

This section describes targets and initiatives aimed at reducing our carbon emissions and environmental impact from food and drink. This is an area where we as a company can contribute to a sustainable world beyond our own business through interaction with our customers.

KEY RESULTS IN 2023/24:

- In the past year, we delivered 111,412 Too Good To Go bags, reducing carbon emissions by an estimated 278 tonnes.¹⁰
- All of our chicken products are made from higher-welfare chicken.
- Continued cooperation with the Danish Food Bank.



At Circle K, we have an ambition to increase the number of organic and fairtrade-certified products offered in our stores, and we also demand that our suppliers meet our requirements for sustainability and responsible production. This not only ensures a varied selection of products, but also a responsible approach to our business and a sustainable approach to our global footprint.

Last year, we had a total of approximately 50 million customer transactions in our 208 stores. For us, this represents 50 million opportunities to give our customers the chance to make more sustainable choices and 50 million opportunities for us to promote sustainable attitudes, for example with the Tip! sign described above.

¹⁰ Too Good To Go's årsrapport for Circle K

If our customers are to make sustainable choices, we need to offer high quality products. That is why we offer vegan and vegetarian options in a wide range of categories, from sandwiches and wraps to cookies and coffee.

We are also working hard to find alternatives to palm oil, and our long-term goal is for third-party products containing palm oil to be certified.

Animal welfare

Animal welfare is a key priority for Circle K. This means that we are constantly working to increase our offering of high animal welfare products. All our chicken products are made from higher-welfare chicken. At the same time, we are working to improve animal welfare for other types of meat. Our meatballs are made from Danish one-heart higher-welfare pork. The burger patties in our beef burgers are made from higher-welfare beef.



WHAT DOES 1 HEART ANIMAL WELFARE MEAN?

It means that the animal welfare requirements exceed the requirements of Danish law and that additional requirements are placed on housing conditions. The animals have more litter, more space and shorter transport times to the slaughterhouse. The chickens are of a slower growing breed, the pigs are not tail-docked, and the calves have a better start in life.

All eggs used in our products are barn eggs. This year, we have replaced the cow's milk for our coffees with milk with three green hearts, indicating that it meets the highest animal welfare standards.

Circle K is aware that meat has a significant carbon footprint, but there is still a demand for it among our customers. As consumer habits change, we will strive to offer green alternatives.

Last year, we switched to a sausage supplier with a focus on sustainability. The pigs are raised on GMO-free feed, and the meat is antibiotic-free and carbon neutral.¹¹ In addition, our assortment of bread and bakery products does not contain palm oil.

Coffee

We offer 100% organic coffee as sustainability and social responsibility are important to us. We only use cow's milk with three animal welfare hearts for our coffee. Moreover, we offer organic oat drink as a vegan and more climate-friendly alternative to cow's milk.

¹¹ Sales material from our supplier Geia Food. They supply five out of the six sausage varieties sold in our stores.

¹² Too Good To Go's annual report for Circle K

Food waste

We are constantly working to optimise our stores, processes, and food offering to ensure efficiency and quality. However, food production is a significant source of carbon emissions, thus so we actively try to reduce food waste through Too Good To Go, saving surplus food from the bin for the benefit of our customers and the planet.

Since the start of our partnership with Too Good To Go in 2021, we have sold 271,622 bags of surplus food, reducing food waste and carbon emissions by an estimated 678 tonnes. In the past year alone, we delivered 111,412 bags, reducing carbon emissions by an estimated 278 tonnes.¹²

We experienced a growing interest in our Too Good To Go bags, which come in three variants. There is our 'mystery bag' with selected products from our food range, the 'bread roll bag', which can be picked up once the morning rush is over, and our 'Friday snack bag' which was recently changed so that it now contains a variety of treats for a cozy Friday. We look forward to continuing our partnership with Too Good To Go and further promoting sustainability.

DANISH FOOD BANK

We also continued our partnership with the Danish Food Bank, which is committed to fighting food waste and food poverty in Denmark. We support the Danish Food Bank by offering them a discount agreement on fuel for their refrigerated trucks, thermo cups so their volunteer drivers can refill their coffee cups for free at our mobility locations, and EV chargers for charging their new electric refrigerated trucks at their three locations

Read more in the prosperity section on page 40.



People



We want to contribute to diversity and inclusion by living our values of openness and employee engagement.

The second main area of our sustainability model is the people who work at Circle K. The following section describes our ambitions, results, and initiatives in the following areas: Employee engagement, diversity, and inclusion, and safe work environment

TARGETS AND AMBITIONS 2024/25:

- Ensure respect for the individual employee and a safe workplace
- Ensure a diverse, tolerant, and inclusive working environment by mirroring the society we operate in in terms of gender, ethnicity, age, and disability
- Maintain an employee engagement survey score of at least 4.25
- Achieve gender balance at all management levels by 2028
- 50% reduction in injuries and robberies in 2025 with 2020/21 as the baseline

At Circle K, we have ambitions and goals designed to ensure that our employees feel safe, included, and happy at work. We also want to help develop and train our employees so that they feel they can grow as people. Every month, we welcome many new team members to Circle K, together with their 3,000 Danish and more than 40,000 European colleagues, they are the beating heart of Circle K.

Our team members are the driving force that keeps the wheels turning and are essential to the sustainable transition of Circle K, not least as daily sustainability

ambassadors. It is therefore important to us that all our employees feel safe and can be their authentic selves at work.

Working together as 'One Team', our employees make a major difference every single day.

At Circle K, we work together to ensure happy customers and a good work life. We work as one team of employees that care about each other, challenge each other, and help each other. We promote diversity and inclusion by offering good working conditions.

KEY RESULTS IN 2023/24:

- This year's employee engagement survey score was 4.34 out of 5, up 0.08 points from 2022/23.
- 162 current and future managers have completed a development programme.
- The "Thank you for respecting me" campaign has focused on and helped reduce verbal abuse of our store employees. In addition, safety measures, mandatory training courses and training in conflict management have been initiated for all store employees.



Tak fordi du respekterer vores medarbejdere!

Alle fortjener at gå på arbejde uden frygt for verbale eller fysiske overgreb.

Uopassende opførsel vil blive anmeldt til politiet



Employee engagement

Our values 'One Team', 'Do the right thing', 'Take ownership', and 'Play to win' are important to our culture and the way we work. They create a sense of community across our 208 Danish stores and our service office. Ac-

In 2023, we introduced 'employee of the quarter', who is selected based on our values. Our employees can nominate a colleague who lives out our values and makes a difference for the team and our customers. The purpose is to recognise our exemplary employees and highlight the work they are doing.



Circle K promote great employee leadership by setting specific targets and communicating clearly about expectations and development opportunities. Every year, we therefore set clear performance and development targets for each employee.

According to our workplace assessment (WPA) from December 2023, 88% of our employees are familiar with our values. Our values are our DNA. They define who we are as a company, shape our culture, and contribute to a good working environment at Circle K. Our values describe how we interact, what we expect of each other, how we work together, and how we make decisions. Our employees champion our values, which should also help make life easier for our customers and encourage them to continue to choose Circle K.

It is essential that our managers understand the importance of engagement and well-being for their teams. Our HR department prepares an annual management cycle for Circle K's managers, which includes initiatives to help managers promote well-being and engagement in their teams. In addition, we hold internal webinars and one-on-one meetings between managers and the HR department and have recently introduced webinars with external speakers to provide further leadership inspiration.

Sustainable transition

To measure the well-being of our teams, we have been conducting an annual 'myVOICE' employee engagement survey since 2016 in partnership with Gallup. The survey consists of 12 questions used by Gallup around the world to measure employee engagement as well as a number of questions on diversity and inclusion etc. selected by Circle K. The survey measures our performance in the selected areas and identifies areas for improvement. This year, we achieved a score of 4.34 out of 5, which is an improvement of 0.08 points from 2022/23. This means that we reached our target of 4.25.

Our employees are our most important ambassadors – both when it comes to influencing the green transition, we as a company are undergoing, and when it comes to inspiring others to make sustainable choices. It is therefore important that we involve and train our employees to participate actively in the green transition. In 2022, we set up an internal sustainability group with participants from across our organisation, who meet every month to ensure progress on our sustainability activities and create engagement across the organisation.

Diversity and inclusion



Our team members serve people from all walks of life, thus it is important to us that our employees reflect the society we operate in. Our aim is to achieve an even better gender balance at all levels of our organisation by 2028.

In 2023, we set up a diversity group consisting of 14 employees from both our support office and our stores. The diversity group share inspiration discussing diversity and inclusion initiatives. The ambition is to develop an inclusive and attractive workplace where everyone can feel safe, respected, and realise their full potential. The group also works to raise awareness of diversity and inclusion among all their colleagues in Circle K.

In the autumn of 2022, we joined the Diversity Pact initiated by the Danish Chamber of Commerce and the Above & Beyond Group to take joint action with other companies to promote diversity and highlight the importance of diversity and inclusion.

For more than a year, Circle K has been testing a new recruitment tool that helps us to find the right employees for our stores. The tool helps us to avoid unconscious bias in the recruitment process, as we do not receive CVs, applications, or photos. Instead, candidates are assessed based on an anonymous situation-based test. The tool has been a considerable success among managers and candidates, as the quality of the recruited candidates and employee retention has improved. In addition, we are aware that the language in our job ads must be gender neutral.

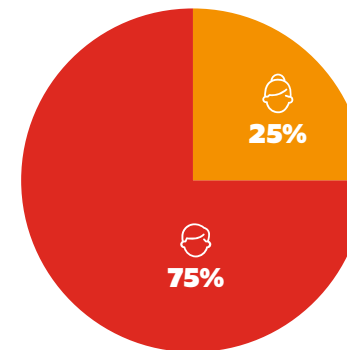
We hire an average of 100 new employees for our stores every month. All 6,400 applicants who have been through the recruitment process have completed an assessment of the method, with a positive response. The tool received an overall score of 4.3 out of 5 possible points. Since we launched the new recruitment tool, the turnover rate has dropped from 91% to 78%. The experience gathered in the 60 stores that have tested the tool over the past year shows an increase of 90% in the number of applications received.

Gender distribution

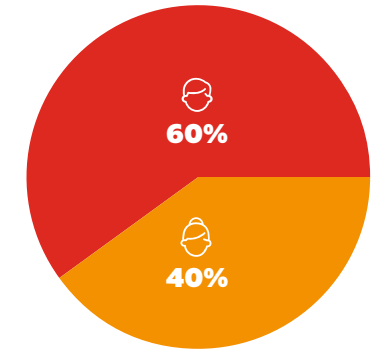
Circle K wants to achieve gender balance in all employee groups. This target has been fulfilled.

In Circle K's Danish organisation, the gender distribution is 45% women and 55% men. At management level in our stores and at our service office, the gender distribution is 44% women and 56% men. In the Danish top management team, 40% are women and 60% are men, while the Board of Directors consists of 25% women and 75% men. This means that we have achieved gender balance, as we have ensured that the underrepresented gender makes up at least 25% of the total Board of Directors.

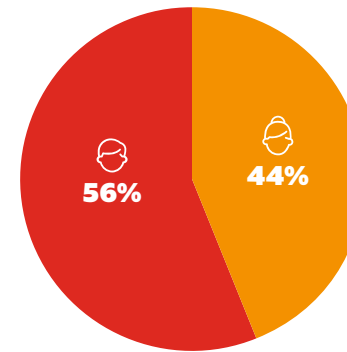
Board of Directors



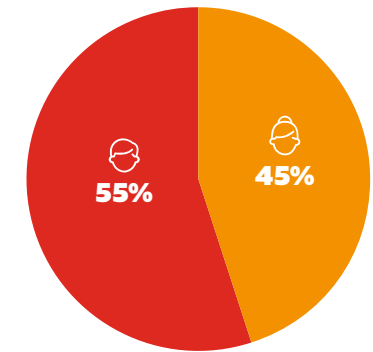
Danish top management team



Management level, stores and service office



Danish organisation as a whole



To support gender balance, we continue to focus on hiring an equal number of people of both genders. In addition, we continue to work to increase the share of the underrepresented gender with a special focus on diversity in our recruitment process.

In connection with the changed parental leave rules applicable from August 2022 and which entitle entitling fathers and co-mothers to nine weeks of earmarked parental leave, we have introduced an equal right to pay during 24 weeks of parental leave for both men and women Following the introduction of the new rules, we

have seen an increase in the number of fathers taking parental leave. Since August 2022, fathers and co-mothers in store manager roles or working at our support office have taken an average of 14.3 weeks of parental leave. 12% have taken the maximum 24 weeks of paid parental leave, while 87% have taken all the earmarked weeks of parental leave or more. We are proud that by giving women and men an equal right to pay during parental leave, we are helping to increase the number of fathers who take parental leave.



Inclusion

We want to be an inclusive company that lives up to its social responsibility. In January 2024, we entered a new partnership with the Danish advocacy organisation Lev – KLAPjob. Lev has set up the employment initiative KLAPjob, which creates wage subsidy jobs and flexi jobs for people with developmental disabilities and other cognitive difficulties. With KLAPjob, Circle K helps people with cognitive disabilities find employment at Circle K, which gives them a sense of worth and purpose. In 2024/25, our target is to create 20 jobs for employees with cognitive disabilities.

Circle K in Allégade in Horsens received the CSRPeople label in 2024 for being a socially responsible company. We have a wide range of tasks and functions in our stores, which are handled by part-time employees, including employees in flexi jobs. We have increased the number of employees in flexi jobs by 48% since 2022 currently having 108 employees in flexi jobs, which corresponds to approximately 3.5% of our store employees. We hope to increase this share to 4.5% of our store employees in 2024/25.

FUTURE INITIATIVES AND FOCUS AREAS

In 2024/25, we want to:

- Use the diversity network for sparring and developing new diversity and inclusion initiatives that can contribute to creating an attractive workplace where our employees feel safe, respected, and able to fulfil their potential.
- Attract more young people to our service office by working with educational institutions.
- Create 15 jobs for employees in Lev – KLAPjob.
- Ensure bias-free recruitment processes by adjusting the way we post job ads and train our managers.
- Introduce an age management policy.
- Partnership with Drivkraft Danmark and Diversity Factors to prepare a DEI (Diversity, Equity, Inclusion) handbook for the industry.
- Launch trainee programmes in our stores together with Business College Syd.
- Identify potential partnerships with organisations that can help people on the fringes of the labour market find jobs.



Workplace safety



Circle K works systematically to minimise risks and improve the working environment. Our aim is to prevent occupational injuries, but as robberies and other criminal acts can be very stressful for the employee involved, we have made this a separate focus area.

Our ambition and target are zero robberies and work-related injuries. To achieve our target, we work closely with our foreign colleagues, using best practice to share experiences and carry out joint initiatives and campaigns for all employees worldwide. All our stores use the Safepay security system, which means that our employees do not have access to cash. All employees receive training in how to use our Health Safety Environment guidelines before, during, and after a robbery.

Robberies cannot be avoided completely in our stores, but we have a firm focus on preventive measures and on our internal procedures during and after a robbery. For example, we have implemented a training programme for all our employees and have also installed assault alarms and door locks in all our stores. Employees who become a victim of robbery are immediately offered psychological counselling provided by Falck including follow-up counselling if needed.

The store manager makes sure that the employee is okay and that they have family/friends who can support them after the incident. In addition, the employee's colleagues participate in a debriefing 1-3 days

after the robbery, and additional staff may also be assigned to the store as needed.

Circle K wants to reduce the number of robberies and injuries by 50% compared to FY2020/21 having eight robberies and 73 injuries. The following year, the number of robberies had fallen to five, while it increased to 10 robberies in 2022/23 and 9 robberies in 2023/24.

We continuously train our employees to handle situations that involve risks. All employees are therefore required to complete an annual mandatory training course on safety and anti-robbery measures. Last year, conflict de-escalation also became a permanent part of the training course. Store managers also receive training in how to deal with employees who have been victims of harassment.

In 2021/22, there were 73 reported staff injuries with severity levels 1-4 (on a scale of 1-5), in 2022/23 103 injuries, and in 2023/24 82 injuries. The number of reported injuries is partly due to an increase in verbal abuse by Circle K's customers and harassment of our store employees in recent years. The cases range from physical assault to incidents where customers have thrown bottles and cans at our employees. The reported injuries in 2023/24 also included non-customer-related injuries. Approximately 25% of the injuries on shift involved cuts, scratches, or stumbling.

The development in the number of reported injuries may also be due to increased communication on how to prevent harassment internally and externally as well as the fact that Circle K is constantly working to make reporting quicker and easier for our employees. In addition, Circle K's Health, Safety and Environment department is involved in the onboarding of new employees.

From 2021/22 to 2022/23, the number of harassment cases reported by our store employees almost tripled from 108 to 300. In 2023/24, the number was 293. The cases involve everything from yelling at staff and outright threats to throwing items and sexual harassment. According to an internal survey conducted for Circle K, 20% of our employees in Denmark have experienced some form of psychological or physical harassment from customers.

This is unacceptable; thus we have launched a number of campaigns and activities aimed at reducing the number of harassment cases. These include the 'Thank you for respecting me' campaign, which is an anti-harassment campaign aimed at our customers, and the 'Respect is a two-way street' campaign. The campaign focuses on preventing verbal abuse and treating our store employees with respect, as harassment is a growing problem throughout the retail industry. The theme 'Respect is a two-way street' reflects our awareness that our employees also have a responsibility for ensuring happy customers. In addition, we have teamed up with the Danish Chamber of Commerce, De Samvirkende Købmænd (DSK), and Drivkraft Danmark in attempt to influence legislation regarding shoplifting and harassment of employees, including video surveillance with audio recordings.

FUTURE INITIATIVES AND FOCUS AREAS

In 2024/25, we will continue our efforts to create a safe working environment through the following initiatives:

- The 'Thank you for respecting me' campaign will be extended from one day to one week.
- Continued harassment prevention and management training during onboarding of new employees.
- Repeating the 'Respect is a two-way street' campaign in partnership with the trade union HK Handel and the retail industry.
- Identifying the causes of harassment and implementing anti-harassment processes.
- Offering a new e-learning course in conflict de-escalation and anti-harassment training to all store employees.
- Continued partnership with the Danish Chamber of Commerce, De Samvirkende Købmænd, and Drivkraft Danmark.





Prosperity



We want to be a responsible company that contributes to society and minimises our impact on the planet by engaging customers and employees and partnering with organisations that share our values and goals.

Our third pillar is prosperity. Social responsibility is a cause close to our heart, and we want to contribute actively to society. We therefore seek to establish partnerships with organisations that share our values and goals to promote common objectives and sustainable initiatives. In the following sections, we will describe our charitable efforts, social responsibility in our supply chain, and human rights.

TARGETS AND AMBITIONS:

2025:

- Establish a charity programme that doubles the total donations from customers and Circle K (baseline of DKK 1 million in 2020/21).
- Increase our support to the Danish Food Bank by installing three EV chargers for their electric refrigerated trucks.
- Engage our customers and encourage our employees to donate to charity and support partnerships.
- Devote one day of our employees' working hours to charity work each year

2028:

- Continue our donations at the same level and with the same goals as achieved in 2025.



Planet



People



Prosperity



KEY RESULTS IN 2023/24:

Creating a more sustainable world is about leaving a better world for future generations. The young generations are an important focus area for Circle K, and for years we have supported vulnerable children and young people through our charity programme. Among other things, we have made sizeable donations to the children's charities Julemærkefonden and Børns Vilkår. Examples of our key results in 2023/24 include:

- A charity programme that has doubled the total donations from customers and Circle K with 2020/21 as the baseline.
- DKK 500,000 donation to Julemærkefonden and DKK 1,100,000 donation to Børns Vilkår.
- We held a Christmas party for our employees, collecting Christmas presents and DKK 40,000 which were donated to the orphanages Tankefuld and Skovsbovej in Svendborg.
- Christmas donation to the private charity Hellebro, which helps young homeless people.
- Supported the #FootballjerseyFriday initiative
- We expanded our partnership with the Danish Food Bank, a non-profit organisation dedicated to fighting food poverty and reducing food waste.

Donations and charitable partnerships



Børns Vilkår



Throughout our European business, we have a long-standing commitment to help vulnerable children and young people (the 'Youth at risk' initiative) through our charity work, supported by our core value 'Do the right thing'. As such, our ambition is to provide financial support to vulnerable children and young people in Denmark. Since 2019, we have partnered with Børns Vilkår and BørneTelefonen on the 'Børnekaffe' campaign, raising more than DKK 6 million together with our customers. The donations have enabled BørneTelefonen to extend its opening hours to 24 hours a day and to offer counselling to more children and young people.

The 'Børnekaffe' campaign's new concept started in November 2023, when a DKK 1 million donation was made by Circle K. Our customers can make additional donations to BørneTelefonen using QR codes in our stores. This way, the Børnekaffe cup is not a limited-time offer but can be bought throughout the year by our customers to show their support. In addition to our donation to BørneTelefonen and Børns Vilkår, we have donated Circle K gift cards to Børns Vilkår's Christmas and Spring Lotteries worth DKK 60,000.



The Danish Food Bank

In 2022, we entered an exciting partnership with the Danish Food Bank, a non-profit organisation dedicated to fighting food poverty and reducing food waste. Transporting large amounts of food to 370 recipients, including aid organisations, involves driving long distances. We have therefore decided to continue to support the important work done by the Danish Food Bank by renewing our discount agreement on fuel for their refrigerated trucks. This means that we pay half of their fuel costs up to a maximum of DKK 300,000.

In January 2024, we provided the Danish Food Bank's 200 volunteers with thermo cups which they can fill up with free coffee at all our mobility locations when delivering surplus food to recipients. Each thermo cup has a value of DKK 1,299.



Orphanage donation

In December 2023, we continued our annual tradition of holding a Christmas party for our employees and their families at our service office. The aim was to raise money for the orphanages Tankefuld and Skovsbovej in Svendborg. We raised an impressive DKK 40,000, of which DKK 20,000 were donated by our employees and DKK 20,000 were donated by Circle K.

Julemærkefonden

Now in its seventh year as a strategic partner, the INGO chain works with Julemærkefonden to fight for vulnerable and disadvantaged children. INGO has donated a total of approx. DKK 500,000 to this cause. The money comes from a fixed annual donation of DKK 250,000 as well as internal and customer-orientated fundraising activities, all of which aim to raise awareness of the work done by Julemærkefonden and help fund the operation of the homes.



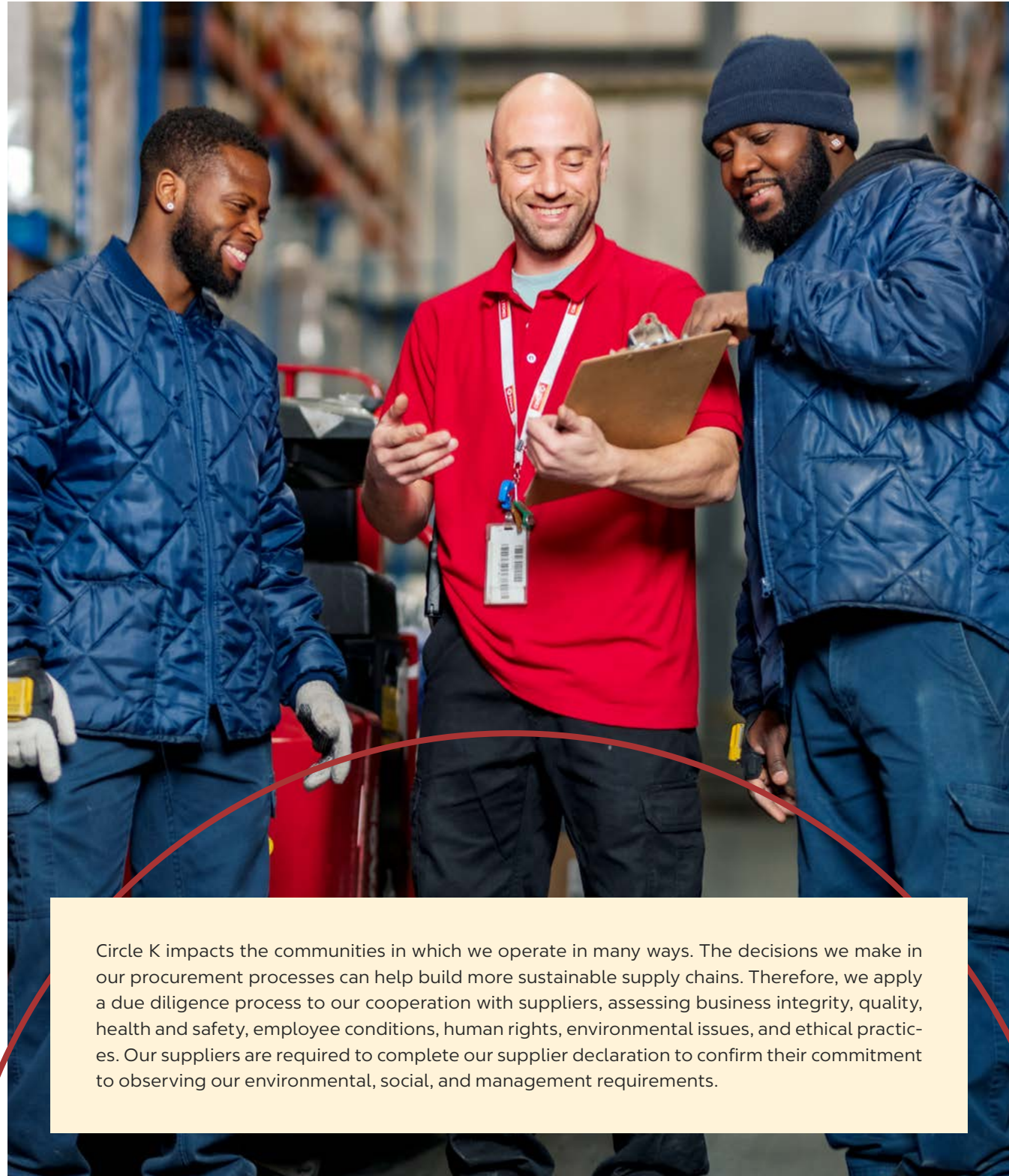
Hellebro

In December 2023, Hellebro reached out to us as they were having difficulty raising money for their work to help young homeless and vulnerable people aged 18-29 get off the streets and away from a life of abuse and crime. We therefore decided to donate DKK 50,000 to the charity. The donation was used to ensure that the young homeless people who seek shelter, warmth, and safety at Hellebro continue to have access to free food, toilet and shower facilities, laundry facilities, clothing, legal aid, debt counselling, health clinic etc.

FootballjerseyFriday

In March 2024, #FootballjerseyFriday was held for the first time at our service office. The initiative aims to raise money for children with cancer and their families. We decided to participate, as we want to support vulnerable children and their families. On Friday 1 March, we set up a voluntary collection for employees at our service office and in our stores. However, the football jerseys were only worn by our service office employees. There was strong support for the initiative among our employees, and together we raised DKK 11,833 for the Danish Childhood Cancer Foundation.

Social responsibility in our supply chain



Circle K impacts the communities in which we operate in many ways. The decisions we make in our procurement processes can help build more sustainable supply chains. Therefore, we apply a due diligence process to our cooperation with suppliers, assessing business integrity, quality, health and safety, employee conditions, human rights, environmental issues, and ethical practices. Our suppliers are required to complete our supplier declaration to confirm their commitment to observing our environmental, social, and management requirements.

Human rights



At Circle K, we take our responsibility for human rights seriously, and our internal policies set high standards for respecting these rights. However, we believe that the risk of human rights violations is minimal. This is because Denmark generally has very few human rights violations and is founded on democratic values and the principle of equality for all. As a result, Circle K did not record any incidents involving human rights violations in FY2023/24.

In the coming years, we will continue to screen our suppliers to check whether they comply with our requirements for compliance with human rights.

Compliance

Anti-corruption and fraud

Our Ethics Code of Conduct enhances and clarifies our ethical expectations and covers key topics such as integrity, confidentiality, protection of our property and assets, conflicts of interest, fair treatment of customers, suppliers, competitors and employees, insider information, and insider trading.

The purpose of the code is to help everyone make the right decisions. The code applies to everyone at Alimentation Couche-Tard and its subsidiaries, including Circle K Danmark A/S.

WE ENSURE THAT EVERYONE ADHERES TO THE CODE BY:

- Giving new employees a copy of the code when they join the company, requiring their signature.
- Holding information meetings for managers.
- Providing annual training in the code.
- Investigating any incident or complaint in an objective and timely manner.
- Introducing timely corrective measures if and when required.



In addition to the Ethics Code of Conduct, we also have a Whistleblower Policy with related procedures. This policy allows our employees and external stakeholders to raise concerns in confidence and anonymously if desired.

Data ethics

Circle K Danmark A/S recognises the importance of data ethics to ensure that all data is stored, processed, and secured in an ethical, responsible, and transparent manner. This is in line with our overall commitment to act with integrity in accordance with our Ethics Code of Conduct.

In 2023/24, we continued our work from previous years to integrate the Ethics Code of Conduct into our daily routines. We screen most of our suppliers to verify that they comply with the code. We consider the level of corruption and fraud in our supply chains to be low.

The goal for 2023/24 was to complete training for all employees at our mobility locations and at our service office. This goal was achieved. Our goal for 2024/25 is to maintain this score.

Our Data Ethics Policy

Over the past year, we have been working on Circle K's first Global Data Ethics Policy which contains 11 key principles that underpin our approach to good data ethics practices. The principles describe how data ethics are considered and integrated when using personal and business data, and in the evaluation, development, and implementation of technologies used to process such data.

Implementation in practice

It is important for us to create a safe workplace for our employees. To do so, we have installed CCTV at our mobility locations to protect our employees and customers from potential threats. However, we only collect and process the data for this purpose and in a lawful and ethical manner.

The various elements of the policy are integrated into our business procedures and practices to ensure that data ethics are taken into account in the way we work. The robustness of the Data Ethics Policy is supported by the active engagement of expert advisors on ethical, legal, and technical considerations when needed.

To raise awareness and support compliance in our organisation, annual mandatory training courses are prepared for all relevant employees. In addition, compliance is ensured by various means, including, but not limited to, business tool reports, internal and external

audits, and the involvement of our Chief Information Security Officer and Legal department.

At Circle K, we have always taken the privacy and protection of all personal data related to customers, employees, and suppliers very seriously to ensure that no data is shared, leaked, or sold to unauthorised parties. In our Privacy Policy, we set out the principles for collecting, processing, and storing personal data to ensure that data relating to employees, customers, and suppliers is always treated with integrity and in compliance with applicable laws. Employees with access to personal data are required to complete thorough annual training in the proper protection and secure processing of personal data.

In addition to our Data Ethics Policy, Circle K adheres to existing rules, principles, and relevant legislation on proper data management.

Our DPO (Data Protection Officer), who is known to all our employees, must be notified in the event of a data breach or suspected data breach. In addition, all employees are required to observe and complete annual training in Circle K's Light of Day Policy, which contains a common set of rules designed to help employees exercise sound judgment and always act with respect and integrity.

OUR 11 DATA ETHICS PRINCIPLES CAN BE SUMMARISED INTO THREE OVERALL GOALS:

1. Embedding integrity and respect in data management

In accordance with applicable human rights and privacy laws, we take measures to ensure that Circle K collects and processes personal data in a transparent manner, and that such collection and processing are limited to the fulfilment of the purposes of the specific processing activity.

2. Ensuring data protection

Technologies focusing on the ethical implications of data management must be used to ensure secure processing of personal data and to address potential future consequences for parties providing and disclosing personal data.

3. Training and involving relevant parties

Circle K ensures that all relevant employees engaged in the development, purchase, and implementation of personal data processing technologies receive adequate training in data ethics and that compliance with such principles is documented and verifiable.

Accounting principles for Scope 1, 2 and 3



Greenhouse gas emissions are reported annually (as CO₂ equivalents, CO₂e). CO₂e is divided into 3 "scopes" according to the method in the Greenhouse Gas Protocol standard.

Scope 1 – all direct emission

Scope 1- emissions come from activities that the company controls directly. It includes Energy consumption from on-site heating units (Gas and oil boiler). Data is based on invoices, meter readings, and/or estimates where no actual data is available. Scope 1-emissions are calculated according to the method in the Greenhouse Gas Protocol by multiplying the relevant emission factors and activity data

Scope 2 – Indirect emission

Scope 2-emissions are the indirect emissions in connection with the energy that Circle K buys, i.e. electricity and heat. In accordance with the greenhouse gas protocol, Scope 2 emissions are calculated according to both the market- and location-based method (also called double reporting).

Included energy consumption data is electricity and district heating on sites. Heating and Electricity from office space is not included due to missing data from landlord. Work is being done to improve data quality and update calculations in the future.

Data is based on invoices, meter readings, and/or estimates where no actual data is available. Emissions are calculated according to the method in the Greenhouse Gas Protocol by multiplying the relevant emission factors and activity data.

Scope 3

Scope 3-emissions relate to emissions from sourced that Circle K itself does not directly own or control. They cover emissions from use of sold product but also purchased goods and services, waste disposal, transportation and use of product. Scope 3-emissions are calculated according to the method in the Greenhouse Gas Protocol. The total discharge is calculated by a combination of activity data and supplier data, where "average data method" and "spend-based method" are used. The method is dependent of the available data. Data is extract drawn from Circle K's financial system and collected directly from Circle K's suppliers (e.g. transport, waste streams, travel etc.).

Under scope 3, the following are deemed irrelevant for Circle K and are therefore not included in the accounts: Category 8, 10, 12, 13, 14 & 15.

Category 1 + 2 – Purchased goods and services

As no activity data is available, a spend based method is applied to convert spend to emissions.

Emissions are calculated by allocating a spend category to a relevant commodity type in the emission factor data set, and subsequently multiplying the emission factor with the total spend in the spend category.

Category 3: Fuel- and energy-related activities (not included in scope 1 or 2).

Emissions from fuel- and energy-related activities not included in scope 1 or 2, such as upstream emissions from extraction, production, and transportation of electricity and fuels are calculated by multiplying energy consumption in scope 1 and 2 with relevant indirect emission factor, mainly from Department for Environmental Food and Rural Affairs (DEFRA).

Category 4: Upstream transportation

Upstream transportation activities are delimited to transportation from Terminals or Warehouse to our site. It means that emissions from transportation of fuel and good to our Terminals or warehouses is not included.

Data is based on the actual driven kilometer and emissions are calculated by multiplying with the emissions factors from Department for Environment Food and Rural Affairs (DEFRA).

Category 5: Waste

Data is based on weighted waste from our supplier for waste management. Emissions are calculated by multiplying activity data with the relevant emission factor from EXIOBASE.

Category 6: Business travel

Emissions from air travel are calculated as the total flight distance multiplied by the relevant emission factor.

Calculated emissions from private cars are based on mileage claims multiplied by the relevant emission factor. Used emissions factor is based on average car type in Denmark. (Data from Statistics Denmark)

Category 7: Employee commuting

Data is based on market statistics from Statistics Denmark on average miles to work and car type for employees. This is subsequently multiplied by the total number of FTEs in Circle K, and relevant emission factors are applied (DEFRA) to reach global commuting emissions figures.

Category 8: Downstream transportation

Downstream transportation activities are delimited to transportation from Terminals directly to customer's tank.

Data is based on the actual driven kilometer and emissions are calculated by multiplying with the emissions factors from Department for Environment Food and Rural Affairs (DEFRA).

Category 11: Use of sold products

Use of sold products is the emissions from oil product and electricity sold at our store and oil products delivered directly to our customers tanks. That means, that product sold in the shop and carwash is not included. We will the next couple of years' work on collect data to include all sold product.

Data is based on actual sold fuel product and electricity. Emission is calculated by multiplying with the emissions factors from The Danish Energy Agency and Department for Environment Food and Rural Affairs (DEFRA).



**Thank
you**