



TOLL COLLECT
service on the road

TOLL COLLECT GMBH ENVIRONMENTAL STATEMENT

Updated Environmental Statement For 2016

ENVIRONMENTALLY

FRIENDLY AND EFFICIENT



FOREWORD

The terms “toll system” and “environmental protection” are inextricably linked to one another. For about twelve years now, the heavy truck toll system has made an important contribution to environmental protection, providing an incentive for making the transport of goods by road in Germany “cleaner” over the course of the years. The link between the air pollution caused by a truck and the tariffs that have been implemented has ensured that vehicle fleets all over Europe have been modernised. The “Freight Transport and Logistics Action Plan – Towards a Sustainable and Efficient Future” has existed since 2010, and was published in a further developed form at the end of 2015. This action plan contains the expansion of the truck toll as a central measure. This is because a forecast growth in goods traffic activity between 2004 and 2025 by about 70% poses serious challenges in terms of environmental policy.

The expansions to the truck toll, which were implemented by Toll Collect on schedule and with the required quality in 2015, should also be considered in this context. The achieved results show that the heavy truck toll system can quickly and efficiently implement the constantly evolving transport policy requirements.

For example, the government ordered new toll tariffs to be introduced on 1 January 2015. This includes a separate tariff for environmentally friendly Euro-6 vehicles. Since 1 July 2015, an additional 1,100 kilometres of federal trunk roads have been made subject to toll, and since 1 October 2015 the toll has also been applied to vehicles or vehicle combinations with a gross vehicle weight of 7.5 tonnes or more. All the expansions made to the toll have shown that a satellite-based toll system allows expansions and conversions to be implemented efficiently and with low environmental impact. This is because all the changes have been integrated into the toll system and transferred to the On-board units using software updates. No alterations to the natural environment and countryside were required in order to achieve this.

Our own organisational and technical measures accompany the process and additionally contribute to a further reduction in environmental impacts. One example of this is the modernisation of our system technology at the enforcement gantries, which led to a noticeable reduction in electricity consumption. Equally, it is important for Toll Collect to ensure that service providers and suppliers play their part in protecting the environment. As a result, the “Technical Requirements – Environmental Protection (TR-EP)” were updated in October 2015, and agreed as a standard with the core suppliers.

Toll Collect has been commissioned by the German government to implement technical upgrades to the heavy truck toll system in preparation for the upcoming expansion of the toll network to all federal trunk roads. The route network will grow by around 40,000 km from 1 July 2018 onwards. The goal is to ensure that toll payment remains simple and convenient for transport companies and drivers. Furthermore, the toll system will become more environmentally friendly thanks to the development of new technologies, something that is reflected in the environmental targets for the coming years.

This environmental statement summarises the methods and results that Toll Collect has employed in order to fulfil its responsibility to protect the environment in the past business year. Our environmental programme for business year 14, from 1 September 2016 to 31 August 2017, explains how we are further developing our commitment and what targets we have set ourselves. We look forward to your questions, comments and suggestions.

Berlin, October 2016



Hans-Peter Lenz
Chief Quality Officer





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ABOUT TOLL COLLECT



Toll Collect GmbH operates the satellite-assisted, emissions and distance-based toll system for heavy trucks travelling on German motorways and selected federal trunk roads. As part of a public-private partnership, Toll Collect is employed by the Federal Ministry of Transport and Digital Infrastructure (BMVI) to handle all aspects of toll collection and toll payment for domestic and international transport and logistics companies. The tolls collected are paid by Toll Collect into a trustee account and forwarded to the German treasury on a daily basis. The Federal Office for Goods Transport (BAG) is responsible for the proper enforcement of toll payment. Toll Collect supports the Federal Office for Goods Transport (BAG) by providing the necessary technology and partly operating it.

The Toll Collect GmbH headquarters is located in Berlin. The company also has other locations nationwide. However, these sites use individual offices and are therefore not included in this environmental statement. Key functions are outsourced and provided by selected external service providers. These include our computing centre and the maintenance of decentralised technical components.

Toll Collect in numbers *

Registered users	210,300
Number of vehicles subject to enforcement checks by the Federal Office for Goods Transport (BAG) and Toll Collect in BY13	24.9 million
Registered vehicles	1,272,996
Total collection rate	99.96 %
Number of installed OBUs	1,009,975
Kilometres recorded in BY 13	32.0 billion

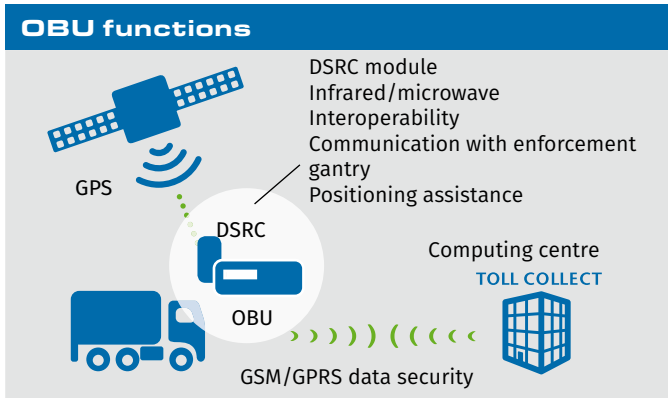
* Status: August 2016

Toll Collect at a glance

Toll Collect GmbH	founded: 2002
Company purpose	Establishment and operation of the heavy truck toll system
Shareholders	Daimler Financial Services AG (45%) Deutsche Telekom AG (45%) Cofiroute S.A. (10%)
Headquarters	Berlin, Germany Further locations in Hanover, Nuremberg, Potsdam and Pforzheim
Executive Board	Hanns-Karsten Kirchmann Chairman of the Executive Board Thomas Eberhardt Chief Financial Officer Hans-Peter Lenz Chief Quality Officer Robert Woithe Chief Technology Officer
Employees	Approximately 600

1.1 Automatic log-on method

The toll system combines two technologies: the satellite-based global positioning system (GPS) and the global system for mobile communications (GSM). The technical backbone for automatic log-on is the On-board unit (OBU) installed in the vehicle. This electronic device stores the emission class and other toll-related vehicle data. Toll fees are collected automatically.



OBU functions

The automatic log-on method saves time and has clear environmental benefits. The toll can be collected without interrupting traffic flow. Compared to other toll systems, this prevents the environmental impact caused by traffic congestion and the frequent starting and stopping of truck engines at toll stations.

Routes and toll data can be updated via a wireless interface, which eliminates the need for additional trips to and stops at vehicle service centres. At the last count, the percentage of toll revenue generated via automatic log-ons was 95%.



Installed OBU

1.2 Manual log-on method

Alternatively, travel on a toll route can be booked via the Internet or at toll terminals. There is an adequate number of terminals at fuel stations and motorway services throughout Germany and in bordering areas of neighbouring European countries.



*left:
Log-on via internet*

*right:
Log-on at a toll station
terminal*

1.3 Integrated management system compliant with international standards

From its inception, Toll Collect has operated a management system that encompasses all the processes relating to quality and the environment in the company. This management system has been certified and tested by an independent agency to ensure compliance with the international standards DIN EN ISO 9001 (quality management; certified since 2004), DIN EN ISO 14001 (environmental management; certified since 2005), DIN ISO/IEC 27001 (information security management and ISO 31000 (risk management)).

Toll Collect is also subject to regular audits for compliance with EMAS III (Eco Management and Audit Scheme). Toll Collect has published annual environmental statements since 2005. These reports are reviewed by an independent environmental auditor.

Toll Collect's environmental policy

Quality: Fulfilling requirements, keeping the focus on customers

Our business process model is centred around using end-to-end analysis to achieve our company's targets. Our process objectives are aimed at meeting the requirements of our client, the Federal Office for Goods Transport (BAG), as well as those of our customers, the toll system users.

Environmental protection: Saving resources, taking responsibility

We define environmentally related objectives, measures and responsibilities. This enables us to play an active role in the protection of our natural resources and the avoidance of environmental impacts. This involves both toll system technology and our own internal processes.

Company and information security: Ensuring smooth running of business operations, guaranteeing information security

We take suitable security precautions and define corresponding security targets for the company, which serve to defend us from internal and external threats. This enables us to guarantee the secure handling of information and protect our expertise, as well as the information of our customers.

Compliance: Complying with external and internal standards, avoiding corruption

Compliance with all statutory provisions and other relevant regulations, our internal guidelines and company values is essential to us. This is how we avoid legal risks and secure our good reputation with customers, the authorities and the public.

Risk management: Using opportunities, avoiding risks

For us, the systematic handling of opportunities and risks is an integral part of the value creation and value securing processes, both during regular business operations and in projects.

We provide our employees with the necessary orientation in our integrated management system using structured and transparent documentation, and also by providing regular training and information measures. We guarantee that our suppliers and service providers operate in accordance with our company policy by selecting and monitoring them carefully. We practise open dialogue with the public. Internal and external expert assessments help us to evaluate and continually improve our integrated management system.

We concretise our company policy in subordinate guidelines, directives, processes and other regulations. All Toll Collect managers and staff are committed to using the integrated management system in their daily activities and ensuring that it is continually improved.

2

ENVIRONMENTAL PROTECTION AND MANAGEMENT AT TOLL COLLECT



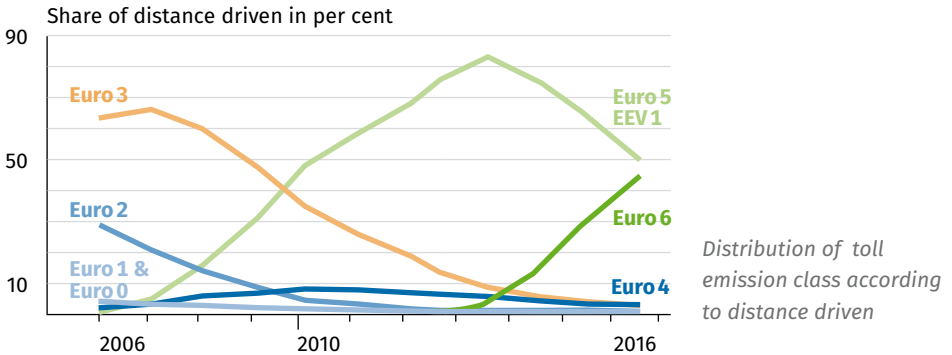
Service companies often distinguish between product sustainability and operational sustainability. Product sustainability covers all environmental aspects directly related to the toll system and its technical components. Operational sustainability refers to aspects such as energy efficiency and water consumption, waste generation and other environmental effects caused by the operation of the toll system and related processes, structures, facilities and buildings.

Toll Collect publishes an environmental statement for each business year. Data, statistics and other information relevant to environmental aspects are compiled for the Toll Collect business year (except where otherwise stated), which commences on 1 September of each year and ends on 31 August of the following year. The environmental programme targets that we have met in the 2015/2016 business year (Toll Collect's business year 13, abbreviated as BY 13) are shown at the appropriate points in this statement. Our reports include references to plans in the environmental programme for the coming years.

2.1 Environmental effects of the toll system

The introduction of tolls for heavy trucks has three aims: to generate income for financing the infrastructure, to reduce environmental pollution from heavy truck traffic and to control the growing volume of traffic more efficiently. When we were awarded the contract, the German government stipulated that the toll system must not pose a risk to people, property or the environment. Toll Collect was also required to ensure that there would be no damage to the environment.

From the outset, there have been strong incentives for transport companies to purchase low-emission vehicles and upgrade high-emission vehicles. This trend continues unabated, as shown in the following chart:



More than eleven years after the toll was introduced, national and international transport and logistics companies are primarily using modern heavy trucks with low-emission exhaust technology. Whereas vehicles in emission classes Euro 6 and Euro 5 (with EEV class 1) accounted for not even 1% of the total distance travelled in 2005, they accounted for about 93.1% by the end of August 2016. During the same period, heavy trucks in emission classes Euro 0, Euro 1 and Euro 2 accounted for 33.8% of the total distance driven in 2005, but accounted for less than 0.5% in 2016, a significant reduction for all three emission classes combined. This clearly shows that the grading of toll rates by emission class has a lasting effect on the investment strategies of transport and logistics companies. Since the beginning of the year, the toll rate to be paid has been comprised of a share for infrastructure and one for air pollution, which is dependent on the emission class.

At the same time, the Toll Collect system has allowed many haulage and transport companies to plan journeys more efficiently and avoid no-load trips. In this way, the toll system is playing a valuable role in protecting the environment.

2.2 Environmental protection at Toll Collect

Responsibilities for environmental protection and environmental management at Toll Collect are structured as follows:

- The Executive Board defines our quality and environmental policy along with our corporate quality and environmental objectives. On the basis of specific data, the Executive Board holds regular management reviews to assess the suitability, appropriateness and effectiveness of the management system.
- As a management representative, the Chief Quality Officer ensures that the processes necessary for the quality and environmental management system are implemented, maintained and continuously improved.
- The Environmental Officer is responsible for the environmental aspects of the management system at the operational level. They also report directly to the Chief Quality Officer. Additional responsibilities include the coordination of environmentally relevant activities in the departments.

Environmentally relevant business processes

Environmental management is based on the Toll Collect business processes. At the heart of the value chain

are end-to-end processes, which are essential for operation of the toll system. These are primarily oriented towards the client (the federal authority, represented by the Federal Office for Goods Transport (BAG)) and the customers (the users of the toll system (transport companies)).

Using an environmental relevance matrix, the different environmental aspects for each process are assessed and controlled using performance indicators, regardless of whether a service is delivered by Toll Collect or outsourced to a contractor.

Our responsibility as a contracting entity

Toll Collect contracts specialised manufacturers only. This applies to On-board units, toll terminals and enforcement gantries on the motorways. Whenever we award contracts, we consider environmental factors and incorporate them into the supplier contracts, requirements specifications and technical specifications. Toll Collect has compiled basic rules and requirements in a document entitled “Technical Requirements – Environmental Protection” (TR-EP). This document is continually updated and contains guidelines for green product design, as well as the return and disposal of components: Manufacturers are required to take back,



Refurbishment of DSRC modules

refurbish and re-deliver products at the end of their life cycle. In order to monitor compliance with requirements and regulations, on-site audits are conducted at the locations of our suppliers and service providers.

One example of how contractors are incorporated into the Toll Collect environmental policy is the extension of Deutsche Post AG's "GoGreen" product to all fulfilment service providers. This allows Toll Collect to ensure that all its business correspondence is mailed with zero impact on the environment. Almost 80 t of CO₂ were compensated for in this way in the year 2015.



GoGreen certificate

Service and maintenance

Toll Collect contracts external service providers to service and maintain enforcement gantries and toll terminals. Technical faults are initially identified by Toll Collect's centralised remote monitoring system. In many cases, faults can be corrected by a remote service. This eliminates the need for service staff to travel, thereby minimising environmental impact.

Toll Collect monitors external service and maintenance through regular inspections on the motorways, and also monitors compliance with environmentally relevant permit requirements. In addition to this, environmental



Enforcement gantry

factors are taken into account in regular supplier audits and supplier assessments. Deficiencies are promptly identified and rectified, and implementation of the corrective action is ensured through a follow-up audit.

Environmental management

Management of suppliers and service providers from an environmental perspective

Integration of environmental considerations into the following processes:

Procurement process (call to tender, offer evaluation, supplier selection, commissioning), contract management, supplier management, supplier audit process, service and maintenance

This results in environmentally friendly ...

... Management of component development and manufacture	... Management of component service and maintenance	... Regulation and monitoring of component returns and replacements	... Management of component refurbishment and/or disposal
Suppliers	Service companies	Service companies/ suppliers	Suppliers

Direct and indirect environmental factors at Toll Collect

Toll Collect business processes can affect the following environmental factors:

- Ground and soil protection, water pollution control, nature and landscape conservation
- Water utilisation and consumption
- Substances and materials
- Waste and disposal
- Energy (sites, decentralised components)
- Transport and logistics
- Radiation and electromagnetic compatibility (EMC)
- Management aspects (including employee training, awareness and skills)

Material efficiency statistics are not a useful performance indicator for Toll Collect, since no materials such as raw materials are used. This also applies to the biodiversity performance indicator, which is not significantly affected by Toll Collect's operations. Indirect environmental factors generally relate to the environmental impact caused by suppliers and service companies. Toll Collect has an indirect influence on this through contractual arrangements and the monitoring of suppliers using audits. An assessment is carried out using defined criteria based on applicable laws, the impact on nature, the environment and health, and the specific conditions of the toll system.

Protection of the natural environment, countryside, soil and bodies of water

At its Berlin headquarters, Toll Collect rents an office building with a modern, environmentally friendly infrastructure. This prevents additional damage to the natural balance and the landscape caused by construction and hard landscaping.

Decentralised components

When decentralised components – especially the enforcement gantries and the small number of support beacons – are constructed and maintained on motorways, there is inevitably an impact on soil, water and the landscape due to excavation work for foundations and the regular pruning of trees.

Toll Collect contracts external construction companies and service providers to perform this work. This ensures that the relevant measures for water pollution control are professionally managed. This is especially important when using lubricants or cleaning agents, or

when taking steps to protect tree roots. The total amount of land used by decentralised components is negligible and is not a key indicator that can be influenced by our operations.

For years now, Toll Collect has pursued the objective of doing away with stationary support beacons. As a result, the precision of the route model stored on the OBUs has been gradually increased. Ultimately, fewer support beacons means fewer maintenance trips and therefore fewer emissions. During the operating data update on 10 April 2016, the last nine of the original 189 stationary support beacons were switched off. Subsequent to that, these sections were subject to special observation, which revealed that the quality of toll col-



lection had not suffered. The Toll Collect system operates without any stationary support beacons whatsoever.

The majority of the beacons have since been removed. The last support beacon is planned to be removed in spring 2017.

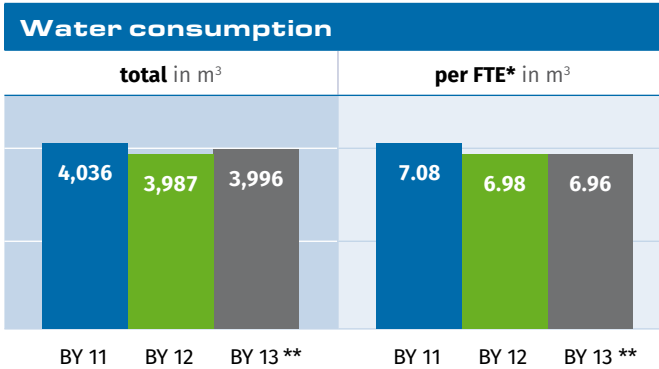
Water utilisation and consumption

At the Toll Collect GmbH site in Berlin, tap water is only used for kitchen and sanitary facilities and for watering plants.

Water consumption in BY 13 remained almost constant compared to the previous year, both in absolute terms



and per FTE*. We attribute this positive development primarily to a further increase in environmental awareness.

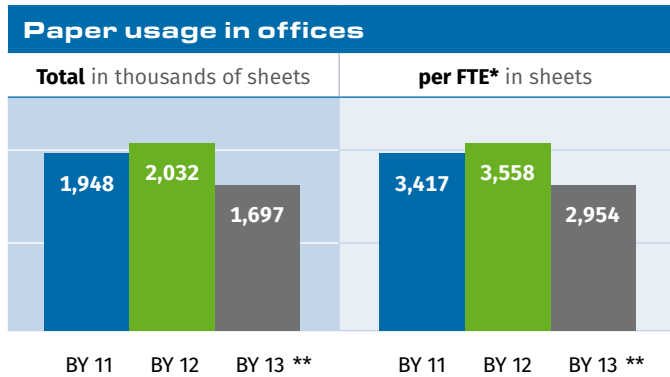


Substances and materials

Our procurement processes impose specific environmental requirements on suppliers. For example, substances that are potentially harmful to people or the environment are strictly prohibited.

Office paper is the primary material consumed. We have significantly reduced office paper use through in-house campaigns and by increasing the environmental awareness of our employees. During this business year, paper consumption fell by approx. 16.5% in absolute terms.

* FTE = full-time equivalents. This value converts the actual number of employees into full-time employees based on the total number of hours worked annually.



External correspondence

Paper is not only used for office purposes, but also for external correspondence (e.g. toll statements, itemised journey lists, reminders, general terms and conditions sent to toll payers). External correspondence is printed on recycled paper. During the reporting period, the total volume of paper used was 7.48 million sheets (compared with 5.6 million sheets in the previous year). This significant increase can be explained by the toll requirement for vehicles of 7.5 tonnes or more, and the associated rise in registered customers of approx. 16%.

For several years, Toll Collect has been using Deutsche Post AG’s “GoGreen” product for carbon-neutral mailing of letters. This applies equally to the service providers that Toll Collect contracts to mail toll statements. As a result, all correspondence is carbon-neutral. With the “GoGreen” programme, Deutsche Post AG supports environmental projects to offset CO₂ emissions.

** Toll Collect uses the following system to designate business years:
 „BY 10“ = business year 10/2012-2013; „BY 11“ = business year 11/2013-2014; „BY 12“ = business year 12/2014-2015 etc.

Since spring 2016, registered Toll Collect customers have been able to use additional functions in the customer portal. Changes to contract data, such as address or payment method, can now be performed paperlessly. In addition to the online vehicle registration as already implemented, the portal now allows users to carry out deregistrations and changes to vehicle data. The customer receives the confirmation in the portal instead of in the form of a letter.

Since May, new customers have been able to register directly online with Toll Collect. Customers only need to enter their data; the remainder of the process is automatic. Since this function was introduced, approx. 80% of customer registrations have been handled via the portal. This reduces the number of forms sent out in paper form.

Another project aimed at reducing paper consumption in external correspondence is the expansion of func-



ticalities in the service partner portal. The online creation of invoices and credit notes eliminates the need to send these documents to the Toll Collect GmbH service partners by post. Dispensing with sending the documents by post makes a positive contribution to environmental protection.

Waste and disposal

Office waste, which includes paper, light packaging, glass, printer cartridges, batteries, data carriers, residual waste and biological waste, is always sorted before disposal. Toll Collect is directly connected to a municipal supply and disposal centre where the individual types of waste are disposed of separately. Used computers, printers and other electrical appliances are returned to the IT provider and disposed of properly.

The waste/disposal data supplied by service providers is based on the calendar year, which is different from the Toll Collect business year. A comparison with the previous year shows that there has been a reduction in the volume of waste. The increase in 2014 can largely be explained by a one-off clean-up initiative in the warehouse and an associated increase in electronic scrap. This waste is disposed of through a certified service provider in order to ensure that electronic scrap is sorted and processed to a high technical standard by specialists.

Volume of waste			
	2013	2014	2015
Total weight in kg	41,588	45,558	41,638
Disposal in kg	0	0	0
Recycling in kg	41,588	45,558	41,638

Waste types in the 2015 calendar year were as follows:

Waste volume by type*	
2015	Amount in kg
Glass, total	177
Light packaging	2,496
Food remains /organic waste	5,901
Electronic scrap	1,344
Cardboard /paper	11,633
Total domestic waste equivalent	20,087
Total	41,638

* No hazardous waste generated

Reuse of On-board units

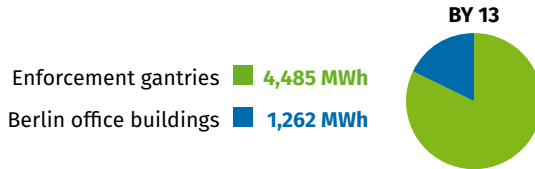
All of Toll Collect’s affected suppliers and specialist service providers are contractually obligated to refurbish returned products wherever possible and dispose of non-recyclable parts in an environmentally friendly way. **

** This refurbishment requirement has been in place since the toll system was introduced, and applies to On-board units and other technical components (e.g. communication modules). Various other types of waste are also generated, including batteries for On-board units and technical components. This waste is normally treated as electronic waste under the German Electrical and Electronic Equipment Act (ElektroG) and disposed of in accordance with legal requirements.

Energy (sites and enforcement gantries)

Toll Collect consumes heating power and electricity at the Berlin site (lighting, tools, building systems) and on the approximately 300 enforcement gantries. Toll terminals are operated by toll station partners (e.g. petrol station partners), who also separately handle energy invoicing. Enforcement gantries are equipped with complex computer systems that require cooling or heating, depending on the weather conditions. As a result, enforcement gantries consume large amounts of power. In total, they consume approximately four times the energy used by the Toll Collect headquarters in Berlin.

Total power consumption



Green energy certificate

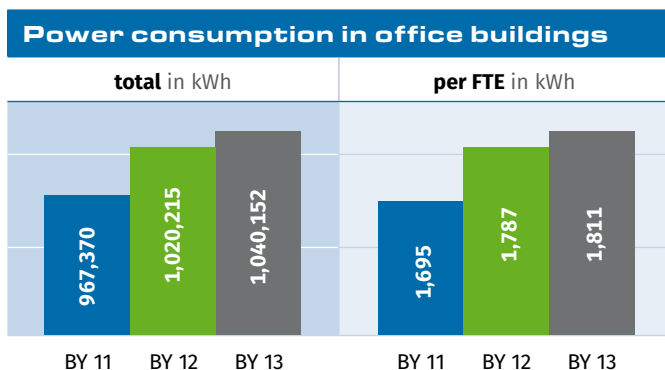
All enforcement gantries have been supplied with renewable energy from Scandinavian hydropower plants since 1 January 2013.

There were also positive results with regard to the absolute power consumption of enforcement gantries that have had their technology replaced since 2015. The new enforcement technology is easier to service and more efficient than before, mainly because the cameras and sensors are more compact and the components consume less electricity. The initial pilot tests with the new enforcement technology have already shown potential energy savings of up to 50%. At the end of business year

13, the new technology had already been installed in approximately 233 enforcement gantries. The expectation is for all enforcement gantries to have been converted by the end of February 2017. Power consumption during the billing period from 1 September 2015 to 31 August 2016 was an estimated 4,485 MWh, down 10.2% from the previous year.

Energy use at our offices

Power consumption in the offices rose slightly overall compared to the previous year, and energy use per FTE increased by approx. 1.4%. This development can be attributed primarily to the implementation of projects and the associated support of external employees. In June 2016, all workplaces were equipped with new computers. This allowed us to achieve an electricity saving of approx. 4% per FTE in the last quarter of business year 13 compared to the same quarter of business year 12.



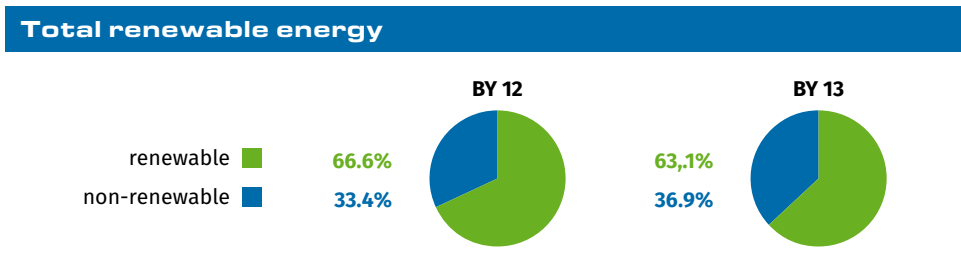
The energy consumption figures that are compiled separately or that cannot be allocated to specific sources by the operator of the buildings and infrastructure on the Potsdamer Platz site in Berlin, the headquarters of

Toll Collect GmbH (including the underground parking garage, security systems, lifts in the buildings and outdoor lighting, for example), were 221,718 kWh for BY 13, which is slightly below the previous year's level.

The office building at the Berlin site is heated using district heating, which is largely generated by CHP (combined heat and power) stations (around 93%, with heat generated by renewable resources accounting for 5%). In BY 13, consumption was 2,247 MWh. This corresponds to an increase of about 10% per FTE.

The total energy consumption is summarised in the following table. The renewable proportion of total energy consumption is 63.1%, which is the same level as the previous year.

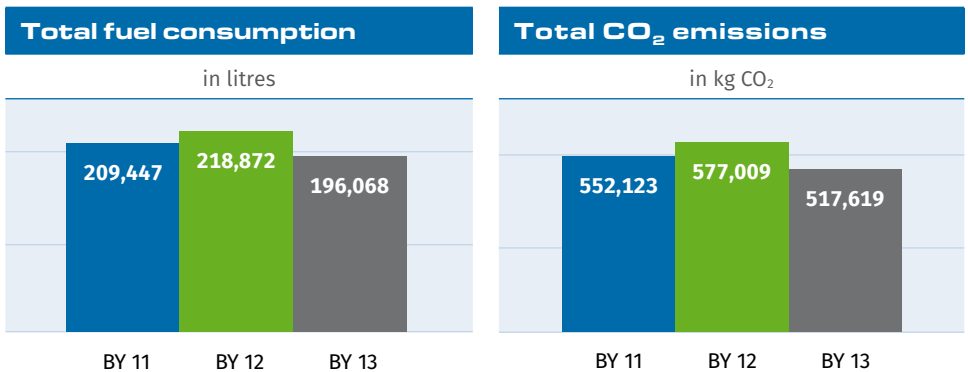
Energy consumption in BY 13			
	total in MWh	renewable in MWh	renewable in %
Enforcement gantries	4,485	4,485	100.0
Berlin Linkstr. 4 site, total	1,262	418	33.1
Thermal energy	2,247	1.41	6.3
Total	7,994	5,044	63.1



Transport and logistics

Fuel consumption by the vehicle fleet

Toll Collect operates a pool of leased vehicles (average of 48) used to conduct inspections of the technical components of the toll system (enforcement gantries, toll terminals), to carry out measurement runs on motorways and federal trunk roads, and for driving to its service partners. These vehicles employ the latest available engine technology to reduce fuel consumption and CO₂ emissions.

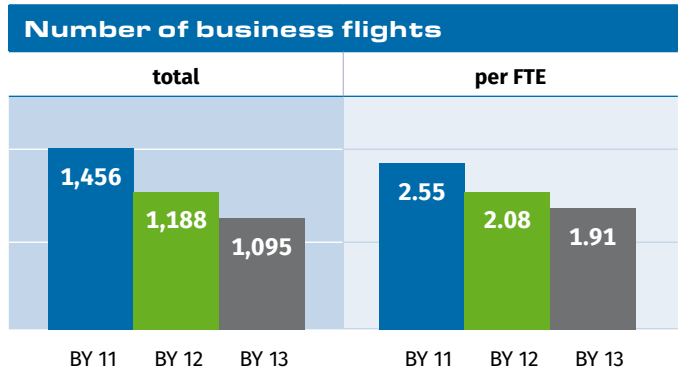


In BY 13, consumption decreased by approx. 10% compared to the previous year. The relatively high consumption in business year 12 was caused by the increased number of measurement runs carried out in connection with the reduction of the toll requirement to vehicles weighing 7.5 tonnes or more and the tolling of additional federal trunk roads. Nevertheless, the fuel consumption in BY 13 is actually below the level of BY 11.

Business flights

The number of business flights (one-way flights) decreased again during business year 13. The decrease is just under 8%. Increased use of video conferencing

systems and logistical improvements in the evaluation of toll system quality parameters continue to have a positive effect.



Job ticket

As in previous years, Toll Collect offers “job tickets” to its staff at the Berlin site. The majority of employees use the “job ticket” on public transport to commute to and from work.

As part of the “Cycling to the Toll Collect building” programme, our colleagues have been motivated to cycle to work on at least 30 days during the spring and summer months since 2008. Keen participation by approx. 90 employees confirms the popularity of this means of transport amongst the workforce. The cycling excursions regularly organised by Toll Collect since 2006 have contributed to this.



*Toll Collect-Employees
Bicycle-Tour*

Radiation/electromagnetic compatibility (EMC)

Neither the technical components of the toll system nor the OBUs pose any electromagnetic radiation hazard to people or the environment. Compliance with the relevant technical standards is ensured by contractual agreements with the suppliers, and monitored during supplier audits. Nevertheless, we monitor this environmental issue closely to ensure that any possible risks are precluded before they can arise.

Our environmental impacts in terms of carbon footprint

Environmental impacts can be expressed in terms of a carbon footprint. This converts the various environmental impacts into their CO₂ equivalents. The carbon footprint therefore represents the influence that Toll Collect GmbH's business activities have on carbon dioxide emissions, and by extension on the climate. A carbon footprint can be calculated for a company, a product or a person.

There are a variety of standards in existence worldwide that are relevant for the calculation of a carbon footprint. Toll Collect uses the calculation factors produced by the German Federal Environmental Agency (Umweltbundesamt) in collaboration with the Ecological Institute for Determining CO₂ Emissions (Öko-Institut zur Ermittlung der CO₂-Emissionen). Figures relevant to emissions, such as energy consumption, are multiplied by corresponding recognised factors in order to determine CO₂ emissions in tonnes (t). We also take into account the internationally recognised guidelines of the Greenhouse Gas Protocol (GHG) initiative. These divide CO₂ emissions into three areas: direct emissions (e.g. vehicle fleet), emissions from electricity and heating consumption (e.g. buildings and enforcement gantries) and emissions that are caused by externally procured materials (paper), business trips, etc. Our CO₂ calculation takes into account all three areas.

For BY13, there was a total volume of approximately 5,120 t of CO₂ equivalents, 1.7% less than in BY12.

This good and stable figure is the result of numerous measures that Toll Collect has implemented in recent years. One particular highlight is the conversion of the

electricity supply for the enforcement gantries to green energy, resulting in a reduction in CO₂ consumption of some 3,000 tonnes compared to business years 9 and 12. The CO₂ reduction for the Toll Collect vehicle fleet (reduction in CO₂ emissions of approximately 22% per kilometre driven) and the job ticket to encourage the use of public transport among employees made further contributions.

Management aspects of environmental protection

As part of our corporate compliance management system, we have a committee that oversees compliance with all applicable regulations, including laws relating to environmental issues. Our Environmental Officer is regular member of this committee. The Environmental Officer keeps a record of all applicable laws. Specialised service providers are responsible for ensuring that this record is up to date.



By centrally anchoring environment management in our processes, we make our environment management system tangible to all employees. Right from when new employees join the company, we familiarise them with environment management in the course of welcome events. They are provided with practical everyday tips on environmental protection, and find out what information on the subject is available on the Internet.

Toll Collect encourages in-depth internal and external dialogue on environmental protection. On our intranet site, on YouTube and in “Sensor”, our employee newsletter, we publish many articles that report on events, activities and developments relating to environmental protection and environmental management.

The Toll Collect blog is an important external communication channel. In January 2016, amongst other things, we reported on Toll Collect’s carbon footprint and the company’s objectives for business year 13.



Article from the
Toll Collect blog

At regular intervals, the Environment Officer reports to the full Executive Board on our progress in reaching the targets of the environmental programme.

Environmental programme in business year 13 and target achievement

The environmental programme for business year 13 (2015/2016) included five measures related to three overarching environmental objectives. These targets were derived from our main direct and indirect environmental factors, and all targets were either met or are currently being pursued.

Environmental target	Measures	Target achievement
Reduce specific electricity consumption of enforcement gantries by 20%.	Upgrade 292 enforcement gantries to new system technology.	Ongoing (233 upgraded)
Take further action to improve our carbon footprint.	<ol style="list-style-type: none"> 1. Decrease electricity consumption by 5% by the end of business year 14 by replacing hardware at workstations 2. Reduce incoming paper forms by expanding services available through the customer portal 3. Preparation of invoicing documents in the service partner portal by the end of 2016. Decrease in paper-based processes in favour of electronic ones. 	Ongoing ✓ ✓
Info campaign to raise environmental awareness among employees.	Increased communication and information on current environmental issues via the Intranet and the company magazine. Holding of internal events.	✓



Future planning: Environmental programme for business years 14-15

With this environmental programme, Toll Collect is continuing to deliver added value while helping to pave the way towards a sustainable future. Toll Collect has set the following environmental targets for the coming business years and launched measures for reaching these targets:

Environmental target	Measures	Time target
Reduce specific electricity consumption of enforcement gantries by 20%.	Upgrade the unconverted 59 enforcement gantries to new system technology.	End of 2017
Take further action to improve the environmental performance of Toll Collect.	<ol style="list-style-type: none"> 1. Decrease electricity consumption by 5% by the end of business year 14 by replacing hardware at workstations 2. Set up an online portal for the TC photo archive 3. Improve environmental performance by the toll programme on all federal trunk roads <ol style="list-style-type: none"> a. Develop toll terminals that consume less energy b. Develop a new enforcement system for the federal trunk roads to reduce environmental pollution as much as possible 	September 2017 End of 2016 June 2018
Raise awareness of environmentally friendly behaviour among Toll Collect employees.	Increased communication and information on current environmental issues via the Intranet and the company magazine. Holding of internal events.	Ongoing



3

VALIDITY DECLARATION



Gültigkeitserklärung

Erklärung des Umweltgutachters zu den Begutachtungs und Validierungstätigkeiten

Der
Umweltgutachter
Dipl.-Ing. Henning von Knobelsdorff
Mozartstraße 44 in D-53115 Bonn

hat das Umweltmanagement-System und die aktualisierte Umwelterklärung der

Toll Collect GmbH
Linkstraße 4
10785 Berlin
Registrier Nr. DE-107-00120

mit dem NACE Code 52.29 „Erbringung von sonstigen Dienstleistungen für den Verkehr a.n.g.“, auf Übereinstimmung mit der Verordnung (EG) Nr. 1221/2009 des Europäischen Parlaments und des Rates vom 25. November 2009 über die freiwillige Beteiligung von Organisationen an einem Gemeinschaftssystem für das Umweltmanagement und die Umweltbetriebsprüfung (EMASIII) geprüft und die vorliegende aktualisierte Umwelterklärung in einem Audit vom 02.-04. Mai 2016 und am 28.-29.11.2016 für gültig erklärt.

Es wird bestätigt, dass

- die Begutachtung und Validierung in voller Übereinstimmung mit den Anforderungen der Verordnung (EG) Nr. 1221/2009 durchgeführt wurde,
 - keine Belege für die Nichteinhaltung der geltenden Umweltvorschriften vorliegen,
 - die Daten und Angaben der Umwelterklärung des o.b. Standortes mit insgesamt 570 Mitarbeitern im begutachteten Bereich, ein verlässliches, glaubhaftes und wahrheitsgetreues Bild sämtlicher Tätigkeiten des Standortes innerhalb des in der Umwelterklärung angegebenen Bereiches geben.
- Die nächste konsolidierte Umwelterklärung wird der Registrierstelle spätestens bis zum 21. Oktober 2017 vorgelegt.

Diese Erklärung kann nicht mit einer EMAS-Registrierung gleichgesetzt werden. Die EMAS-Registrierung kann nur durch eine zuständige Stelle gemäß der Verordnung (EG) Nr. 1221/2009 erfolgen. Diese Erklärung darf nicht als eigenständige Grundlage für die Unterrichtung der Öffentlichkeit verwendet werden.

Bonn, den 29. November 2016



Henning von Knobelsdorff
Umweltgutachter
DE-V-0090

2016

Validity declaration



EMAS III inspection



DIN EN ISO 14001:2009 certification



Legal information

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Date: October 2016

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