

**THE TRUCK TOLL SYSTEM IN GERMANY**

**INNOVATIVE AND**

**ENVIRONMENTALLY FRIENDLY**

**TOLL COLLECT GMBH ENVIRONMENTAL STATEMENT**

Environmental Statement for 2017

**IMPRINT**

**Publisher**

Toll Collect GmbH

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As of: October 2017

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# FOREWORD

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Dear Sir/Madam,

The truck toll in Germany has been effectively contributing to environmental protection in Germany since 2005. In 2016, for the very first time, the toll was charged and collected on more than 32 billion kilometres driven. The number of journeys that fall in the cleanest emission classes, namely Euro categories 5 and 6, increases every year and is currently around 95 per cent. These figures show that the differentiation of the toll amount based on the number of axles and emission class (air pollution) continues to help protect the environment. The differentiated toll structure creates a monetary incentive for the modernisation of vehicle fleets, both nationally and internationally.

The current business year 2017-2018 has largely been dedicated to technical preparations for the toll system to enable the extension of the truck toll to all federal trunk roads. The law that officially extended the obligation to pay the toll entered into force at the end of March 2017. Therefore from 2018 more than 52,000 kilometres of motorways and federal trunk roads will be subject to toll for vehicles with a gross vehicle weight of 7.5 tonnes or more.

This extension of the truck toll goes hand in hand with technical improvement of the entire toll system and will positively impact environmental protection. The changes in the toll system relate to both automatic and manual log-on, as well as enforcement.

For instance in the manual log-on system, there is a greater emphasis on online log-on from a stationary PC, tablet or smartphone, while the number of toll terminals is being reduced to 1,100 from currently 3,500. This both saves energy and gives companies more flexibility. Log-ons can be

performed from anywhere and there is no longer any need for journeys to predetermined toll terminals. Low power consumption has been prioritised in the development of the new, stationary enforcement pillars that will be deployed on federal trunk roads from the middle of next year. Moreover, as is already the case for the enforcement gantries, the enforcement pillars will be operated using green power from hydropower plants. Care is being taken during construction to ensure that the building of the structures will have as little impact as possible on local flora and fauna. The environmental impact will therefore be kept to a minimum.

This environmental statement summarises the results that Toll Collect has achieved in order to fulfil its responsibility to protect the environment in the past business year. At the same time, we introduce the environmental programme for the 2017-2018 business year. We look forward to your questions, comments and suggestions.

Sincerely, Hans-Peter Lenz

Berlin, October 2017



**Hans-Peter Lenz**  
Chief Quality Officer



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## 1

# 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 \*

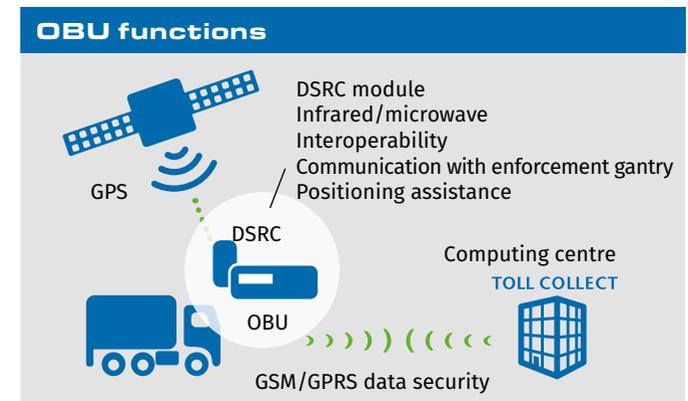
<b>Registered users</b>	195,887
<b>Number of vehicles subject to enforcement checks by the Federal Office for Goods Transport (BAG) and Toll Collect in BY 14</b>	21.5 million
<b>Registered vehicles</b>	1,307,053
<b>Total collection rate</b>	99.98 %
<b>Number of installed OBU's</b>	1,074,506
<b>Kilometres recorded in BY 14</b>	33.3 bn

\* As of: September 2017

Toll Collect at a glance	
<b>Toll Collect GmbH</b>	Established in 2002
<b>Company purpose</b>	Establishment and operation of the heavy truck toll system
<b>Shareholders</b>	Daimler Financial Services AG (45%) Deutsche Telekom AG (45%) Cofiroute S.A. (10%)
<b>Headquarters</b>	Berlin, Germany Further locations in Hanover, Nuremberg, Potsdam and Pforzheim
<b>Executive Board</b>	<b>Hanns-Karsten Kirchmann</b> Chief Executive Officer <b>Thomas Eberhardt</b> Chief Financial Officer <b>Hans-Peter Lenz</b> Chief Quality Officer <b>Robert Woithe</b> Chief Technical Officer
<b>Employees</b>	approximately 610

### 1.1 Automatic log-on procedure

The toll system uses technology based on 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. The percentage of toll revenue generated via automatic log-ons was recently 96%.



Installed OBU

## 1.2 Manual log-on procedure

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 terminal

## 1.3 Integrated management system certified to international standards

From its inception, Toll Collect has operated an Integrated Management System (IMS) that encompasses all 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 (Eco Management and Audit Scheme). Toll Collect has published an annual environmental statement since 2005. This report is reviewed by an independent environmental auditor.

## 1.4 Toll Collect corporate policy

### **Quality: Fulfilling requirements, keeping the focus on customers**

Our business process model is centred around end-to-end analysis for achieving our company's goals. 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

Toll Collect's environmental programme is the foundation for environmentally friendly conduct throughout the entire company. All employees are tasked with identifying environmental weak points in all processes and products, and to actively implement appropriate solutions. This also applies to external partners, such as clients, suppliers and contracting partners. To ensure the rules of conduct are complied with across the board, these principles are integrated into the environmental management system.

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.

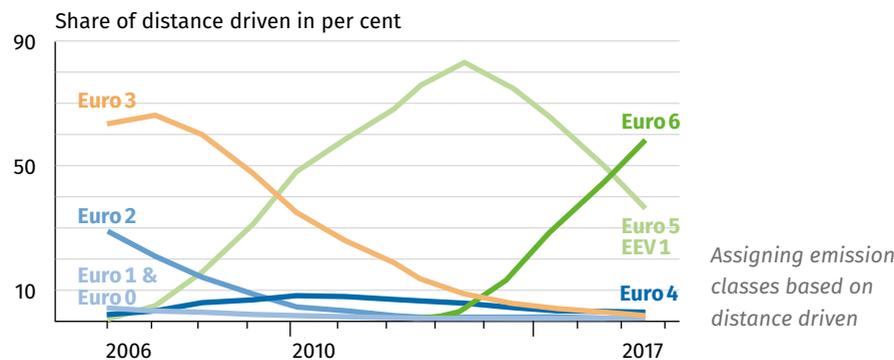
Toll Collect sets up an environmental program for each business year. Data, statistics and other information relevant to environmental aspects are compiled for the Toll Collect business year (except where otherwise stated), which commences on 1 September of each year and ends on 31 August of the following year. The environmental programme targets that we have met in the 2016/2017 business year (i.e. Toll Collect's business year 14, abbreviated as "BY14") 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 Ecological effects of the toll system

The introduction of tolls for heavy trucks has three aims: Generate income for financing the infrastructure, reduce environmental pollution from heavy truck traffic and 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, Euro 5 (including EEV class 1) accounted for not even 1% of the total distance travelled in 2005, they accounted for 95% by the end of August 2017. 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 0.3% (2017), 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 composed of two elements: a share for infrastructure and a share for air pollution, the latter being 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. He also reports directly to the Chief Quality Officer. Additional responsibilities include coordination of environmentally relevant activities in the departments.

## 2.3 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 are assessed for each process and controlled by performance indicators, regardless of whether a service is delivered by Toll Collect or outsourced to a contractor.

## 2.4 Our responsibility as a contracting entity

Toll Collect contracts specialised manufacturers only. This applies to on-board units, enforcement gantries and toll terminals 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



Refurbishment of DSRC modules

for green product design, as well as the return and disposal of components: Manufacturers are required to take back, 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.



GoGreen certificate

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 climate neutral. Almost 54 t of CO<sub>2</sub> were compensated for in this way once again in 2016.

## 2.5 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 to on-site work, which reduces the (travel-related) environmental impacts to a minimum.



Enforcement gantry

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 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 (invitation to tender, tender assessment, supplier selection, order placement), contract management, supplier management, supplier audits, 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
<b>Suppliers</b>	<b>Service companies</b>	<b>Service companies / suppliers</b>	<b>Suppliers</b>

## 2.6 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.

## 2.7 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.



*Toll Collect headquarters in Berlin*

## 2.8 Decentralised components

When decentralised components such as enforcement gantries are constructed and maintained on motorways, there is inevitably an impact on soil, water and the landscape caused by excavation work, regular pruning of trees, etc.

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 influenced by our operations.

Since the operating data update in 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 collection had not suffered. The Toll Collect system operates without any stationary support beacons whatsoever.

The beacons have since been removed. The last support beacon was removed at the beginning of September 2017.

*Removal of the last beacon on the A100*



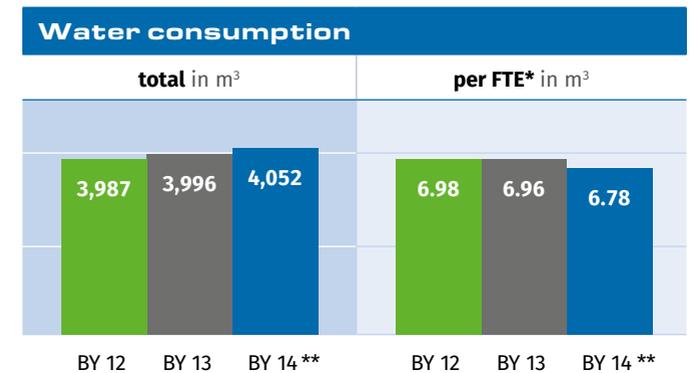
# 3 ENVIRONMENTAL INDICATORS AND EFFECTS



## 3.1 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 14 \*\* remained almost constant compared to the previous year, both in absolute terms and per FTE\*. We attribute this positive development primarily to the continuing high level of environmental awareness.



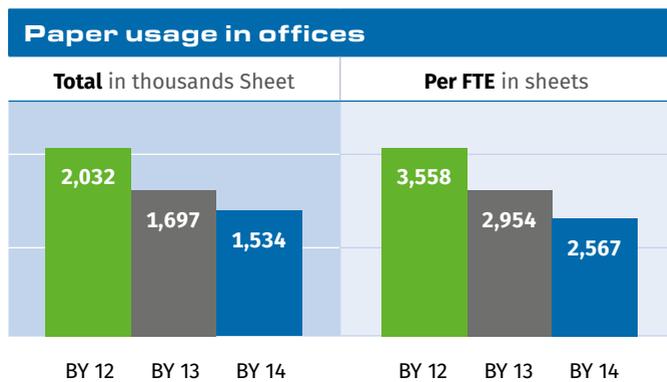
\* FTE = full-time equivalents. This value converts the actual number of employees into full-time employees based on the total number of hours worked annually.

\*\* 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.

### 3.2 Substances and materials

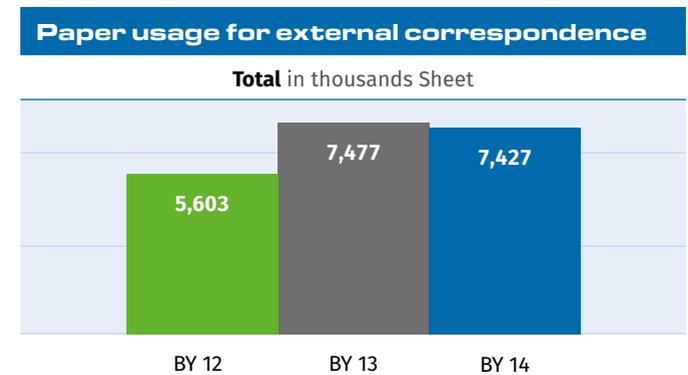
Our procurement processes impose specific environmental requirements on suppliers. For example, substances that are potentially harmful to people or the environment are strictly prohibited.

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. Paper usage per FTE fell by 13% in BY 14.



#### 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). Paper usage among external service providers is virtually identical in quantity to the same period in the previous business year. The increase in the number of registered vehicles resulted in a slight increase in paper usage for toll statements, however this was compensated for by other measures to reduce external correspondence.



Since May 2016, 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, more than 80% of customer registrations have been handled via the portal. This reduces the number of forms sent out in paper form.

The expansion of portal functionalities in the service partner portal is also responsible for reducing paper usage for external correspondence. 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.

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 CO<sub>2</sub> emissions. In addition, the majority of external correspondence is printed on recycled paper.

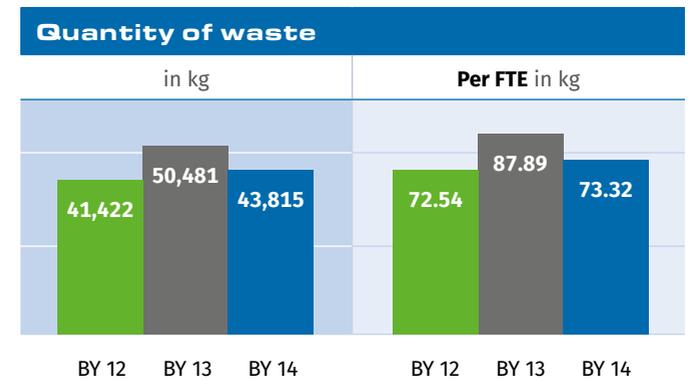
### 3.3 Waste and disposal

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.

Waste types for BY 14 were as follows:

Waste volume by type*	
BY 14	Quantity in kg
Total glass	104
Lightweight packaging	2,652
Food remains/organic waste	6,018
Electrical/electronic scrap	1,167
Cardboard/paper	12,084
Total domestic waste equivalent	21,368
Timber, untreated	422
<b>Total</b>	<b>43,815</b>

\* 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.

### 3.4 Energy (sites and enforcement gantries)

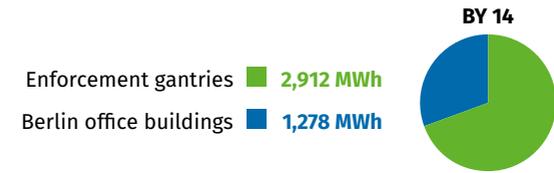
Toll Collect consumes heating power and electricity at the Berlin site (lighting, tools, building systems) and on the approximately 300 enforcement gantries. All enforcement gantries have been supplied with renewable energy from Scandinavian hydropower plants since 1 January 2013.

Toll terminals are operated by toll station partners (e.g. petrol station partners), who also separately handle energy invoicing. Enforcement gantries are equipped with technology that requires cooling or heating, depending on the weather conditions. As a result, the total power consumption of enforcement gantries is equivalent to more than twice the energy used by the Toll Collect headquarters in Berlin.



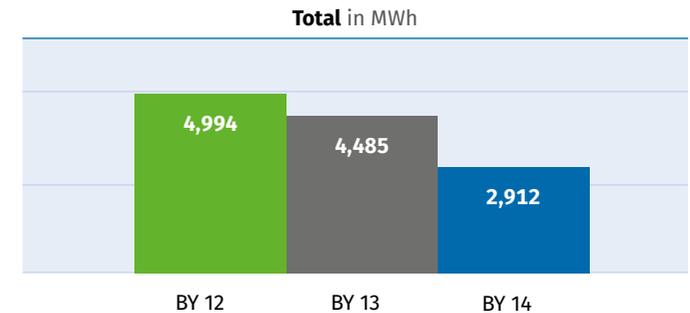
Green energy certificate

#### Total power consumption



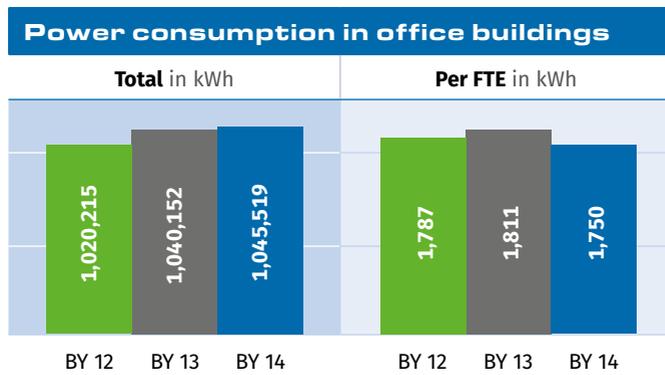
All enforcement gantries have been equipped with the new technology as of the beginning of February 2017. Use of this technology made it possible to not only meet the environmental target of reducing by 20% the specific power consumption of enforcement gantries – but rather, this target was exceeded by a considerable margin. In fact, consumption has fallen by more than 40%.

#### Power consumption of enforcement gantries



#### Energy use at our offices

Power consumption per FTE fell by 3.4% in BY 14, which does not quite meet the environmental target of a 5% reduction per FTE. This development can be attributed to the implementation of projects and the associated support of external employees.



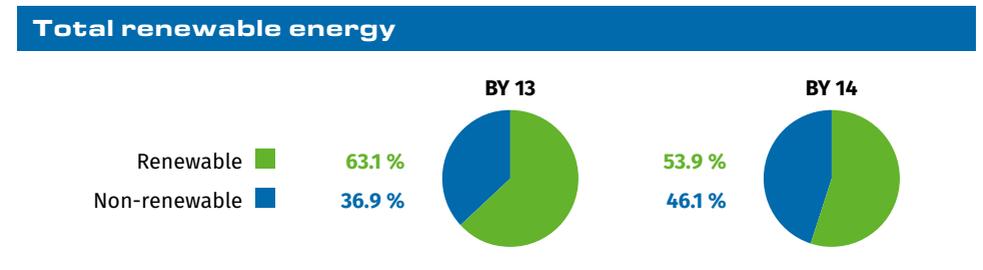
The energy consumption figures that are compiled separately or that cannot be allocated to specific sources by the operator of the buildings and infrastructure on the Potsdamer Platz site in Berlin, the headquarters of Toll Collect, (includes the underground parking garage, security systems, lifts in the buildings and outdoor lighting) were 232,497 kWh for BY 14, which is slightly more than the previous year’s level of 221,718.

The office building at the Berlin site is heated by district heating, largely generated by CHP (combined heat and power) stations (around 93%, with heat generated by renewable resources accounting for 6.3%). In BY 14, consumption was 2,221 MWh. This corresponds to an decrease of about 5% per FTE.

The total energy consumption is summarised in the following table. 53.9% of total power consumption was produced from renewable energy sources.

### Energy consumption in BY 14

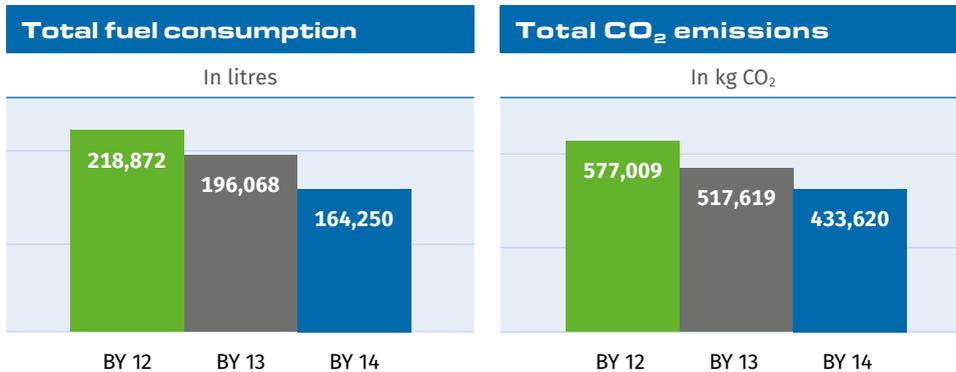
	Total in MWh	Renewable in MWh	Renewable in %
Enforcement gantries	2,912	2,912	100.0
Berlin Linkstr. 4 site, total	1,278	406	31.8
Thermal energy	2,221	140	6.3
<b>Total</b>	<b>6,411</b>	<b>3,459</b>	<b>53.9</b>



### 3.5 Transport and logistics

#### Fuel consumption by the vehicle fleet

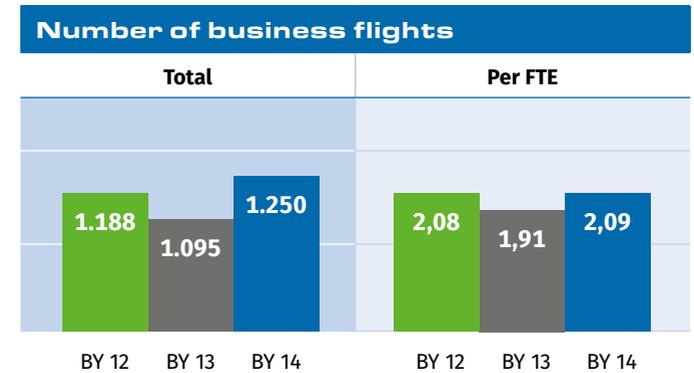
Toll Collect operates a pool of leased vehicles used to conduct inspections of the technical components of the toll system (enforcement gantries, toll terminals), to carry out measurement runs on motorways and federal trunk roads, and for driving to its service partners. These vehicles employ the latest available engine technology to reduce fuel consumption and CO<sub>2</sub> emissions.



Thanks to replacements within the vehicle fleet and technological progress, consumption in BY 14 fell by approx. 19% compared to the previous year.

#### Business flights

The number of business flights increased in BY 14. The increase is just under 9.7%. The increase in the number of business flights is due to the Toll on Federal Trunk Roads project (MaB) and the associated supplier meetings, audits, etc.



#### 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. Enthusiastic participation by almost 100 employees confirms the popularity of this means of transport amongst the workforce. The cycling excursions regularly organised by Toll Collect have contributed to this.



Cycling tour for Toll Collect employees

### 3.6 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.

### 3.7 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 CO<sub>2</sub> 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 CO<sub>2</sub> Emissions (Öko-Institut zur Ermittlung der CO<sub>2</sub>-Emissionen). Figures relevant to emissions, such as energy consumption, are multiplied by corresponding recognised factors in order to determine CO<sub>2</sub> emissions in tonnes (t). We also take into account the internationally recognised guidelines of the Greenhouse Gas Protocol (GHG) initiative. These divide

CO<sub>2</sub> 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 CO<sub>2</sub> calculation takes into account all three areas.

For BY 14, there was a total volume of approximately 5,229 t of CO<sub>2</sub> equivalents. As such, the good, stable value from the previous business year could be maintained – even despite the “Toll on Federal Trunk Roads” project. Most of the additional emissions of CO<sub>2</sub> equivalents resulting from the “Toll on Federal Trunk Roads” project were compensated for by additional savings, primarily in the area of the vehicle pool, paper consumption, waste quantity, maintenance and logistics.



# 4

## MANAGEMENT ASPECTS OF ENVIRONMENTAL PROTECTION

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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 February 2017, it covered the ten most important facts about environmental protection at Toll Collect:

1. The toll system promotes environmentally friendly trucks
2. Less construction means better environmental protection
3. Enforcement gantries run on green power
4. Environmentally friendly paper usage
5. Customer portal reduces amount of post

6. We commute by bicycle
7. Waste separation goes without saying
8. The footprint is shrinking
9. Environmental protection partner
10. Environmental protection at Toll Collect is monitored



Article from the blog

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

# 5

## OBJECTIVES AND OUTLOOK



## 5.1 Environmental programme in business year 14 and target achievement

The environmental programme for BY 14 (2016/2017) 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 the unconverted 59 enforcement gantries to new system technology	✓
Take further actions to improve the environmental performance of Toll Collect	1. Decrease electricity consumption by 5% by the end of BY 14 by replacing hardware at workstations	✓*
	2. Set up an online portal for the Toll Collect photo archive	Mid-2018
Raise awareness of environmentally friendly behaviour among Toll Collect employees	3. Improve environmental performance by the toll programme on all federal trunk roads	✓
	a. Develop more energy-friendly toll terminals	
	b. Develop a new enforcement system for the federal trunk roads to reduce environmental pollution as much as possible	
	Increased communication and information on current environmental issues via the Intranet and the company magazine. Holding of internal events.	✓ Ongoing

\* The replacement of hardware was performed successfully; total energy consumption could only be reduced by 3.4%, see page 29.

## 5.2 Future planning: Environmental programme for business year 15-16

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 expanded measures 3a. and b. from last year's objectives and has set the following environmental targets for the next business years:

Environmental target	Environmental aspect	Measures	Time target
Reducing the power consumption of toll terminals	Energy, materials, ground/soil	<ul style="list-style-type: none"> <li>Develop and operate more energy-friendly toll terminals</li> <li>Reduce the number of toll terminals and provide multi-channel log-on options (incl. smartphone app)</li> </ul>	2018
Developing and operating fixed enforcement systems with fewer environmental effects than the enforcement gantries	Energy, landscape	Develop and operate more energy-friendly enforcement pillars for fixed toll enforcement on all federal trunk roads	2018
Increasing the use of renewable energies for the decentralised components	Energy	Supply the new enforcement pillars with "green energy"	2018
Raising awareness of environmentally friendly behaviour among Toll Collect employees	All relevant	Increased communication and information on current environmental issues via the Intranet and the company magazine	Ongoing



## 6

# 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 konsolidierte 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 VO (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 konsolidierte Umwelterklärung in einem Audit vom 18.-20. Oktober 2017 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 610 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 2020 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 20. Oktober 2017

Henning von Knobelsdorff  
Umweltgutachter  
DE-V-0090

2017 validity declaration

# URKUNDE



**Toll Collect GmbH**  
 Linkstraße 4  
 10785 Berlin

Register-Nr. DE-107-00120  
 Ersteintragung am  
 27. Dezember 2005

Diese Urkunde ist gültig bis  
 21. Oktober 2020

Diese Organisation wendet zur kontinuierlichen Verbesserung der Umweltleistung ein Umweltmanagementsystem nach der Verordnung (EG) 1221/2009 und DIN ISO Norm 14001:2009 an, veröffentlicht regelmäßig eine Umwelterklärung, lässt das Umweltmanagementsystem und die Umwelterklärung von einem zugelassenen, unabhängigen Umweltgutachter begutachten, ist eingetragen im EMAS-Register und deshalb berechtigt das EMAS-Zeichen zu verwenden.



**IHK Berlin**  
Berlin, den 14. November 2017



**Dr. Beatrice Kramm**  
Präsidentin



**Gün Eder**  
Hauptgeschäftsführer

EMAS III inspection



# ZERTIFIKAT



Hiermit wird bescheinigt, dass



**Toll Collect GmbH**  
 Linkstraße 4  
 10785 Berlin  
 Deutschland

ein **Umweltmanagementsystem** eingeführt hat und anwendet.

Geltungsbereich:  
 Betrieb eines satellitengestützten Systems zur Mauterhebung

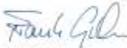
Durch ein Audit, dokumentiert in einem Bericht, wurde der Nachweis erbracht, dass das Managementsystem die Forderungen des folgenden Regelwerks erfüllt:

## ISO 14001 : 2004 + Cor 1 : 2009

Zertifikat-Registrier-Nr.	287942 UM
Revisionsdatum	2017-07-06
Gültig ab	2017-05-02
Gültig bis	2018-09-14
Zertifizierungsdatum	2017-07-06




**DQS GmbH**



**Frank Gräbhen**  
Geschäftsführer

Akkreditierte Stelle: DQS GmbH, August-Görling-Straße 21, 60433 Frankfurt am Main




Certification per  
 DIN EN ISO 14001: 2009