

# ANNUAL CSR REPORT 2022

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**We  
Develop  
Quality**

**Urban liveability**



# RESULTS

## PERFORMANCE HIGHLIGHTS

	2020	2021	2022
<b>Portfolio information</b>			
Total Parking Facilities (PFs)	3,076	3,308	3,460
Owned, Concession + Long-Leased (O+LL) PFs	689	710	719
Short-Leased PFs	107	90	102
Managed PFs	209	283	286
Total Parking Spaces (PSs)	571,166	649,189	677,979
O+LL PSs	286,870	291,920	317,120
Short-leased PSs	36,873	33,974	29,335
Managed PSs	148,315	217,797	221,901
<b>Financial information</b>			
Underlying net revenue (x EUR million)	486.6	527.2	729.2
Underlying operating result (x EUR million)	54.4	84.6	193.1
Cash flow (x EUR million)	-45.5	100.2	-193.5
Total capital investment (x EUR million)	78.3	84.9	107.1
Net revenue from parking activities (x EUR million)	420.3	454.0	649.6
Net revenue from short-term parking (x EUR million)	282.0	322.9	483.6
Net revenue from long-term parking (x EUR million)	138.3	131.1	166.0
<b>Environmental information</b>			
Average kg CO <sub>2</sub> per parking space - location based	54.8	44.4	46.3
Average kg CO <sub>2</sub> per parking space - market based	104.6	93.2	45.8
GWh consumed by O+LL PFs incl. EV charging points	120.1	100.6	94.6
GWh consumed by EV charging points	3.3	5.5	7.8
kWh consumed per O+LL PS	408	303	300
Total GHG <b>location based</b> (tCO <sub>2</sub> )	23,770	25,653	26,411
Total GHG <b>market based</b> (tCO <sub>2</sub> )	38,531	42,008	26,281
Scope 1 (tCO <sub>2</sub> )	1,940	2,281	2,407
Scope 2 <b>location based</b> (tCO <sub>2</sub> )	16,304	14,910	14,748
Scope 2 <b>market based</b> (tCO <sub>2</sub> )	31,065	31,265	14,617
Scope 3 (tCO <sub>2</sub> )	5,526	8,462	9,256
Car fleet e-cars	27	28	39
Car fleet diesels	270	290	206
EV charging points	1,190	2,114	2,831

	2020	2021	2022
PFs offering energy-saving lighting (mostly LED)	342	350	350
PFs offering access to public transport	204	212	286
PFs offering bicycle parking	46	55	109
PFs offering car sharing schemes	28	33	30
<b>Social information</b>			
Total number of employees	1,430	1,878	2,066
Employees female diversity	21.4%	22.2%	21.6%
Employees receiving regular general training	920	1,394	1,545
Employee training hours (average per year)	12.6	16.5	18.7
Employees with CBA	48%	37%	31%
Number of work-related incidents	43	58	81
Number of work-related lost days	749	866	1,052
<b>Q-Park information</b>			
PFs offering 24/7 service	1,005	1,083	1,107
PFs offering online information	762	786	799
PFs offering online pre-booking	290	385	476
PFs offering EV charging points	203	227	235
PFs offering ANPR (PaSS enabled)	168	204	368
PSs dedicated to PRMs	2,976	4,501	4,330
POIs listed online	1,643	2,436	2,813
Cities with five or more PFs (excl control fee contracts)	53	56	51
Number of Google reviews received	10,867	12,631	14,846
Average score of Google reviews	3.7	3.7	3.6