

ANNUAL CSR REPORT 2022

We
Develop
Quality

Urban liveability



Services

24/7 availability



Most parking facilities are open 24/7 for motorists to park and retrieve their car.

That's why we offer an international help desk, the Q-Park Control Room (QCR), to motorists which is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts. They provide help and support with queries relating to the payment system, wayfinding or to accessing or exiting the parking facility.



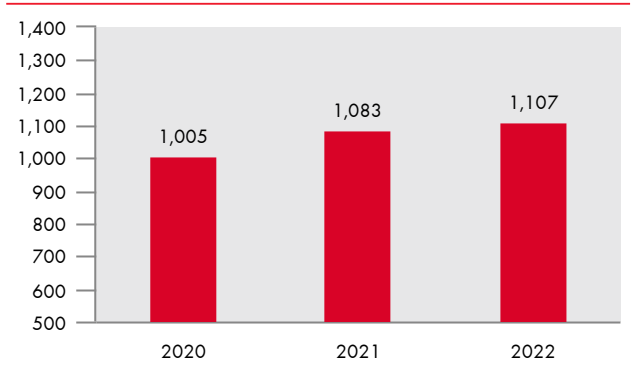
The QCR is in contact with Parking Hosts and Mobile Teams in the vicinity of the parking facility. If a customer needs assistance that cannot be given remotely, the QCR will dispatch a Parking Host to assist at the location itself.

For mechanical problems, the service department and service technicians can be called in to help.

For each parking facility, we monitor the percentage of calls to the QCR against the number of vehicles entering the car park. If the percentage is higher than expected, we will investigate the reasons and take appropriate action so we can optimise customer satisfaction.

Results

Chart 8: Parking facilities offering 24/7 service



Support services

Our aim is to foster mobility and enable access to essential urban functions in conjunction with sustainability concerns.

Figure 10: Variety of support services



Our AEDs are located at a secure yet accessible place so they can be used by trained volunteers or medical personnel.



Toilet services are either present in the car park or there is clear signage directing people to the nearest toilets.



Parking Hosts and Mobile Teams have access to jump leads, to help customers who find themselves with a flat battery.



We use closed-circuit television (CCTV) for security purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

 [More about our CCTV code.](#)

EV charging

Electric vehicles (EVs) need to park just as petrol and diesel fuelled cars do. The difference is that some motorists want to recharge their car's batteries while parking.

The EV not only occupies a parking space, but it may also occupy an EV charging point even when it is fully charged. Offering seamless parking means allowing our customers to leave their car where it is parked even though it is fully charged. This creates the challenge to properly inform our electric vehicle motorists about available versus accessible EV charging points.

An additional challenge we face is that of calculating and allocating the carbon footprint of EV charging to the right GHG Protocol scope. For more information please read our environmental impact chapter.

In 2022, we signed agreements with CPOs in all the countries in which we operate. These agreements include providing transparent information regarding the energy consumed by EV charging points and their carbon footprint. We can now report on these two important data points separately from our overall energy use and carbon footprint.

Results

We continue to expand the number of EV charging points at the most relevant Q-Park locations for our electric vehicle motorists. The total number of EV charging points available is now 2,831 (2021: 2,114), an increase of 34%. We now have 235 parking facilities offering EV charging (2021: 227) an increase of 4%.

Chart 9: Total EV charging points

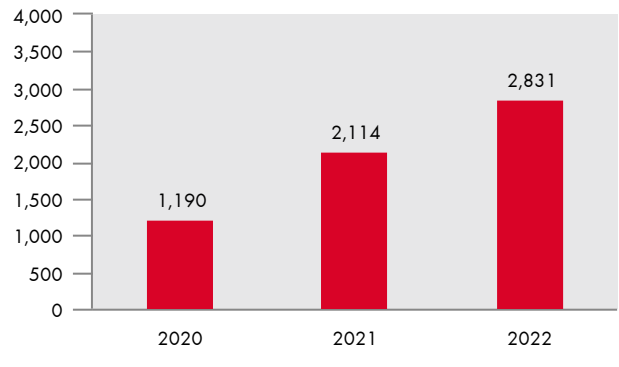


Chart 10: Parking facilities offering EV charging

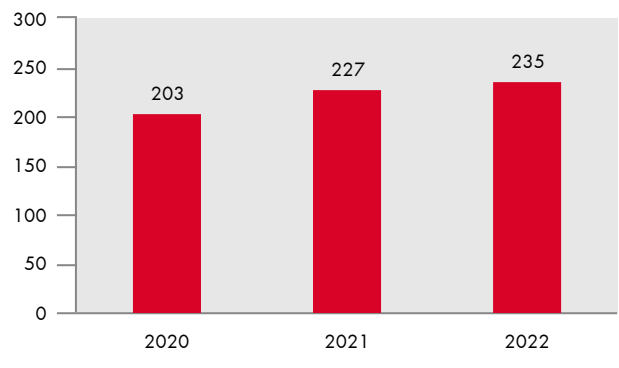


Figure 11: EV charging points



Accessibility

Parking in urban areas

Off-street parking facilities have a positive impact on the quality of life in urban areas and in large cities in particular. After all, a city is more attractive if it is easily accessible while having fewer cars parked on streets and town squares. With our parking facilities and services, we contribute to the accessibility of vital functions.

Some visitors prefer to travel as close as possible to their final destination by car and are willing to pay for that service, others opt for a journey including Park+Ride or Park+Walk.

Inner-ring purpose-built parking facilities particularly enhance accessibility while maintaining mobility and access for all. They reduce inner-city search traffic and on-street parking which, in turn, improves the liveability for residents and visitors alike.

With purpose-built parking facilities at varying distances from the city centre and with varying parking tariff schemes, Q-Park contributes to:

- | accessibility to amenities such as public transport, hospitals, shops and events;
- | decreasing traffic searching for a place to park;
- | freeing up public space for urban parks and town squares;
- | creating opportunities to reduce on-street parking;
- | nudging motorists to make informed choices;
- | creating sustainable parking solutions;
- | decreasing subsidised parking, by pursuing the 'user pays' principle.

Results

- | We operate in seven Western European countries: Netherlands, Germany, France, Belgium, UK, Ireland and Denmark.
- | We are present in more than 330 cities.
- | We manage a total of:
 - | 3,460 parking facilities
 - | 677,979 parking spaces

Our off-street portfolio consists of:

- | 796 parking facilities
- | 334,779 parking spaces

Figure 12: Accessible city centre of Dresden

