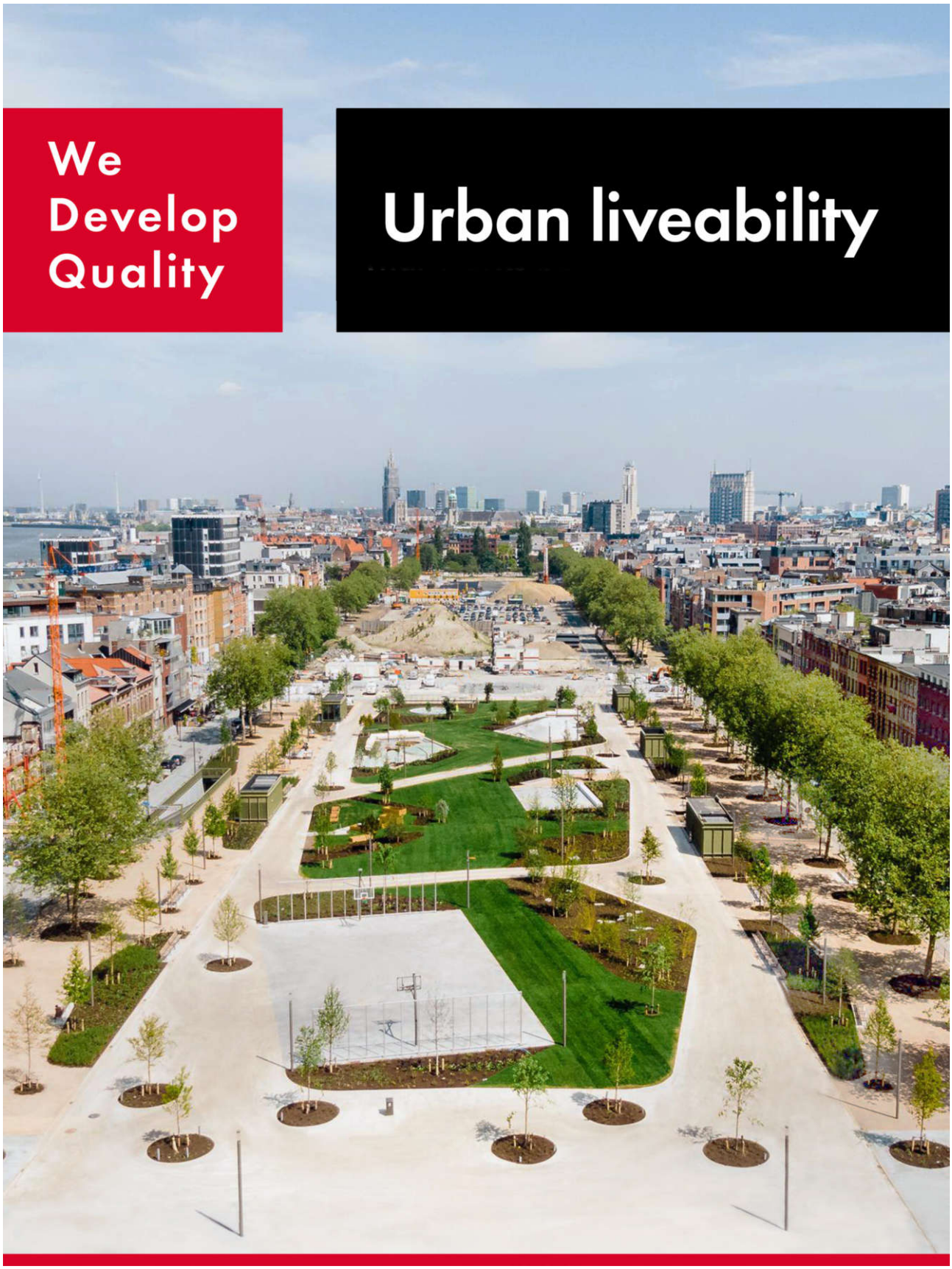
ANNUAL CSR REPORT 2022



QPARK Quality in parking

OUR INNOVATIONS

SMP Programme

As Sustainable Mobility Partner (SMP), Q-Park helps municipalities to implement their sustainable urban mobility plans (SUMPs).

Key shift in sustainability agenda

Sustainable mobility planning for the wider urban area involves focusing on liveability and on individuals mobility needs rather than accomodating traffic. And as the need for sustainable mobility increases, the focus is now shifting:

- from cars to people (space & greenery);
- from cars to active mobility (walking & cycling);
- from owned to shared (car sharing & public transport);
- from fossil fuels to electrification (EV cars & EV logistics).

Sustainable mobility partner

As sustainable mobility partner, Q-Park helps municipalities by offering our in-depth knowledge and practical experience. Together with our partners we seek ways to make sustainable mobility successful.

Measures we can help introduce include:

- transitioning from on-street to off-street parking;
- transforming search traffic to destination traffic with smart navigation and pre-booking;
- facilitating EV charging and shared mobility;
- offering logistics services at the edge of the city and before low- and zero-emission zones.

Mobility hubs offer solutions

Mobility hubs help solve urban mobility challenges such as accessibility, liveability and mobility equality and, with the services provided, hubs contribute to sustainability.

Mobility hubs have become an essential link in the mobility chain.

A **Q-Park Mobility Hub** (QMH) is a parking facility where different modalities and services are offered for commuters, visitors and/or residents. People can interchange between car, public transport and/or shared (micro)mobility.

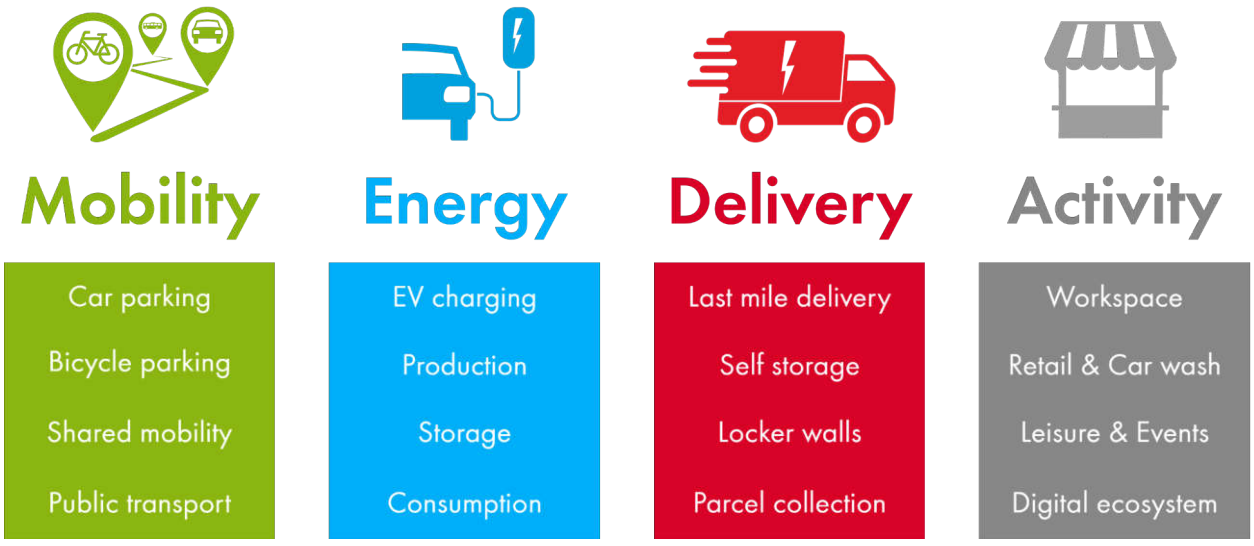
Figure 13: Q-Park Sustainable Mobility Partner

Figure 14: Mobility Hub model

The ideal mobility hub:

- is located where different modes of transport come together, and may include bicycle parking;
- enables travellers to switch between private, public transport and shared mobility, and may include rental car services and/or shared micro-mobility services;
- allows access by means of ANPR, app payments, pre-booking and offers season ticket options;
- provides EV charging points;
- offers additional non-transport-related services such as retail, locker wall, workspace, and event opportunities.

Figure 15: Mobility Hub services



A Q-Park Mobility Hub is open 24/7, has CCTV, is connected to the Q-Park Control Room (QCR), is at walking distance of one or more points of interests and is equipped with our digital ecosystem PaSS.

Results

There are 5 proof of concepts under development, each providing us, our partners and landlords with interesting challenges and opportunities.

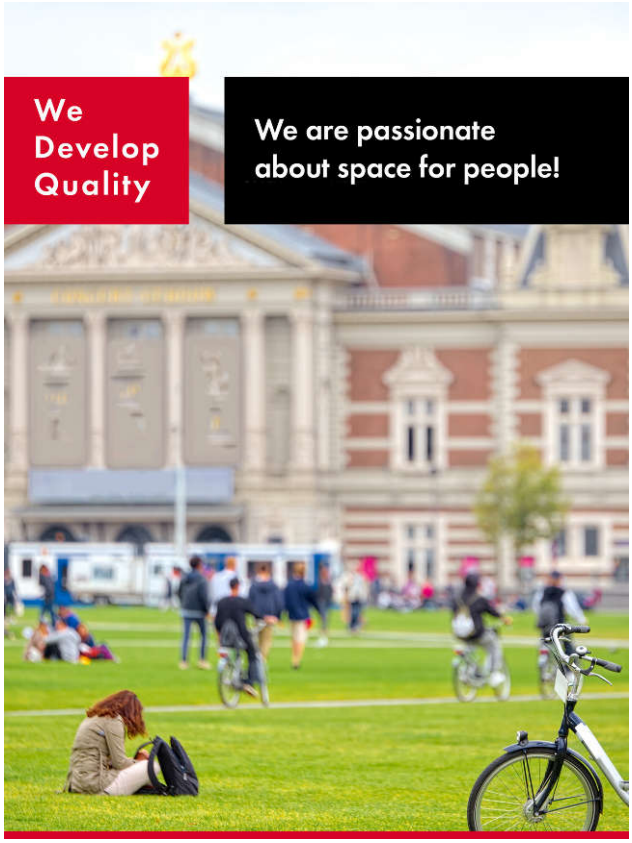
- Netherlands, Rotterdam, Q-Park Zuidplein
- Netherlands, The Hague, Q-Park Centrum
- Belgium, Antwerp, Q-Park Astridplein
- France, Paris, Q-Park Paris La Défense
- France, Paris, Q-Park Institut Judo - Porte de Versailles

There are about 40 parking facilities in our portfolio which fit the QMH definition, spread over all the countries in which we operate.

A few of which we invite you to visit as they are exemplary of what we mean by a Q-Park Mobility Hub:

- Netherlands, Amsterdam, Q-Park Museumplein
- Germany, Berlin, Q-Park Alexanderplatz
- France, Chambéry, Q-Park Cassine Gare
- Belgium, Antwerp, Q-Park Kooldok & Q-Park Steendok
- UK, London, Q-Park Park Lane
- Ireland, Dublin, Q-Park The Spire
- Denmark, Copenhagen, Q-Park Nørreport

Figure 16: QMH - Amsterdam, Museumplein



EV Charging Programme

With many car parks at strategic urban locations, Q-Park plays a key role in facilitating EV charging for our customers. The rising penetration of EVs and PHEVs in car fleets is increasing demand for charging infrastructure.

In 2021, Q-Park launched its EV Charging Programme to substantially increase the number of EV charging points in its owned and long-leased parking facilities (O+LL PFs) by the end of 2024. The programme has now run its first full year and impressive progress has been booked with the associated EUR 30-40 million investment plan.

Partnerships established

Early in 2022, Q-Park signed agreements with CPOs for EV charging in its parking facilities across Europe. The partnerships are designed to ensure ownership, rapid deployment, professional day-to-day management and solid performance of the electric vehicle (EV) charging points (CPs).

Scope

The EV Charging Programme scope has been defined to meet commercial demand, local requirements and national legislation. However, its progress is impacted by:

- time required to conduct a site survey;
- procurement lead times;
- labour shortages;
- availability of installation parts;
- time between installation, certification and commissioning.

Keeping track of kWh

As we provide more EV charging points in our parking facilities, more energy is consumed. Up to 2021 this has simply been added to our total energy consumed.

This year we've made sure to properly measure and report energy consumed by EV charging. This enables us to differentiate between the energy we provide for EV charging and the energy we consume for operating our parking facilities.

Ensuring visibility

Unlike refuelling a vehicle with an ICE, which only takes a few minutes, charging an EV can take up to 8 hours. EV owners use a combination of apps and route planners to help plan where and when they can recharge their electric vehicle.

Figure 17: CPOs - Charge Point Operators

Official partner of Q-Park Netherlands

Official partner of Q-Park Germany

Official partner of Q-Park France

Official partner of Q-Park Belgium

Official partner of Q-Park UK & IE

Official partner of Q-Park Denmark