

ANNUAL CSR REPORT 2022

**We
Develop
Quality**

Urban liveability



REVIEW OF SUSTAINABLE DEVELOPMENT

Introduction

In the past few years we have noticed an increased focus on environmental, social and governance (ESG) criteria from rating agencies and our investors. These criteria are the preferred means for the financial markets to evaluate companies beyond financial and risk indicators. We were able to answer queries adequately with our existing sustainability data and report.

Value creation model

We use the value creation model to provide insights into our efforts, choices and impacts. It visualises how we create value with our distinct competences, for the environment and the societies in which we operate. It also guides how we report our results.

Materiality analysis

Every three years we conduct a materiality analysis to identify the topics that are most relevant to our stakeholders. The top ten material topics identified in 2020 are customer satisfaction, sustainable mobility, digitisation, economic performance, electrification (EV charging and EV fleet), cybersecurity, employee development, energy consumption, urban liveability and strategic partnerships.

Key results summary

We report our results over 2022 and where we have data available of previous years, we show comparable results.

Customer satisfaction is measured by monitoring the average score of Google reviews. We have an average score of 3.6 (on a five-point scale), generated from 14,846 reviews (2021: 12,631).

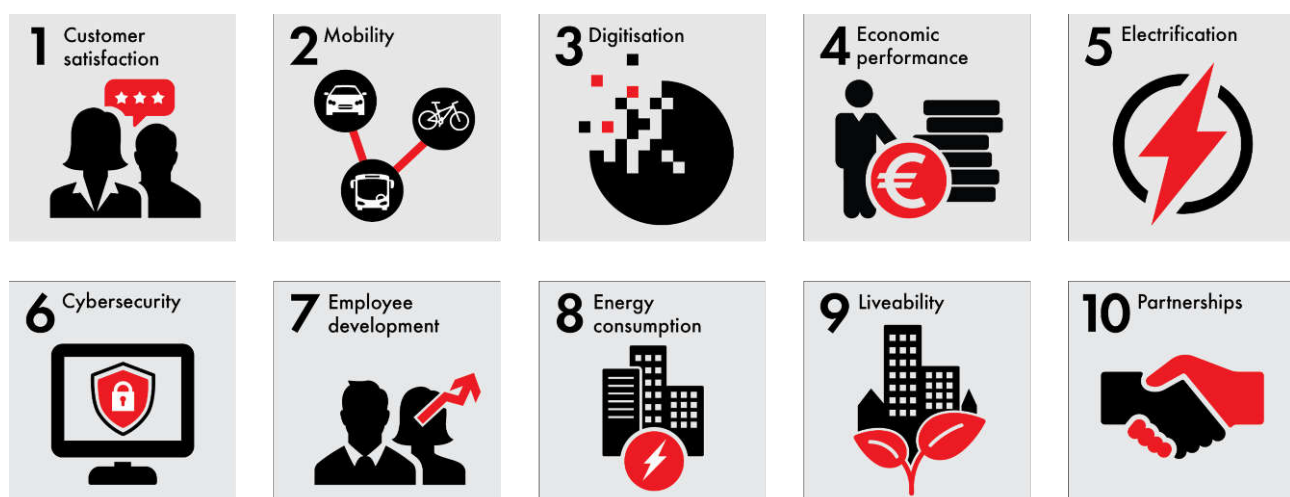
Sustainable mobility services include transforming search traffic to destination traffic and is enhanced with:

- | 476 PFs offering online pre-booking (2021: 385), an increase of 24%;
- | 286 PFs near public transport hubs (2021: 212) an increase of 34%.

Digitisation is about expanding our smart back-office systems and business intelligence instruments to improve informed decision making, providing more online information and enabling pre-booking solutions at more PFs for our customers. We continue to move forward in digitising our business, our partnerships and customers' journeys.

A key aspect to optimising digitisation is unlocking PFs with automatic number plate recognition (ANPR) via our proprietary platform PaSS:

Figure 4: Top ten material topics



- PaSS enabled PFs increased from 204 (2021) to 368 (2022).

Electrification for us means significantly increasing the number of EV charging points installed in our PFs, serving the ever increasing customer base driving electric vehicles. We now have:

- 2,831 EV charging points (2021: 2,114), an increase of 34%;
- 235 PFs offering EV charging (2021: 227), an increase of 4%.

Chart 1: Parking facilities offering EV charging

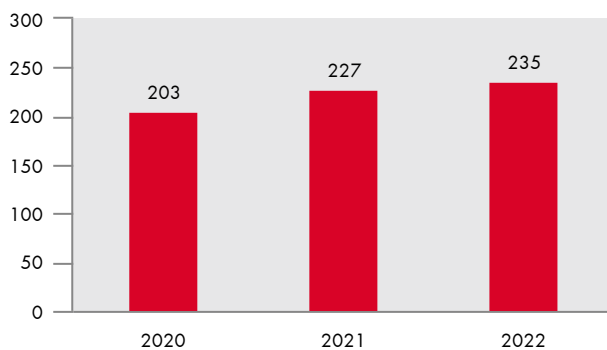
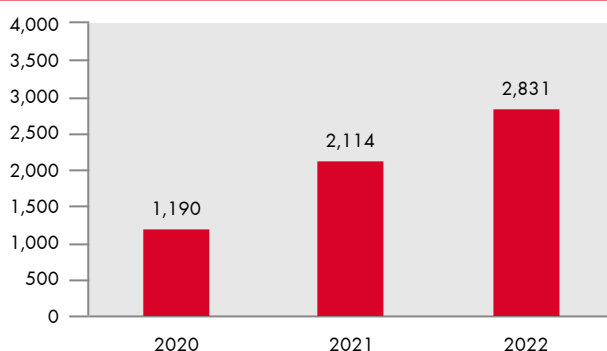


Chart 2: Total EV charging points



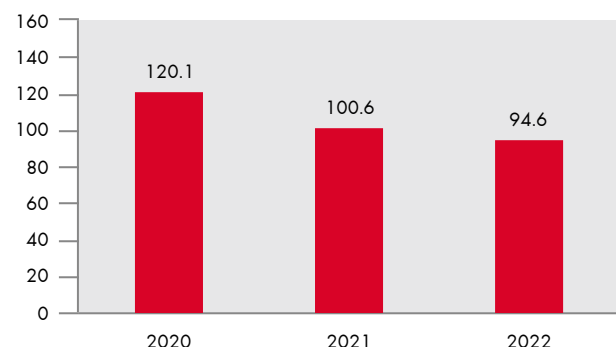
Our **Cybersecurity** Awareness Programme was rolled out in 2019 and remains active and relevant in 2022. It includes online training, with 92% of all employees

having completed the e-learning programme. During 2022 we have had no cybersecurity breaches and no data incidents.

Our overall **employee development** is expressed by the number of employees receiving regular general training (2022: 1,545 compared to 2021: 1,394, an increase of 10.8%).

The **total energy consumed** in our owned and long-leased parking facilities (O+LL PFs) amounted to 94.6 GWh compared to 100.6 GWh in 2021, a decrease of 6%. This includes the energy consumed by the increasing number of EV charging points in our facilities (7.8 GWh in 2022 versus 5.5 GWh in 2021).

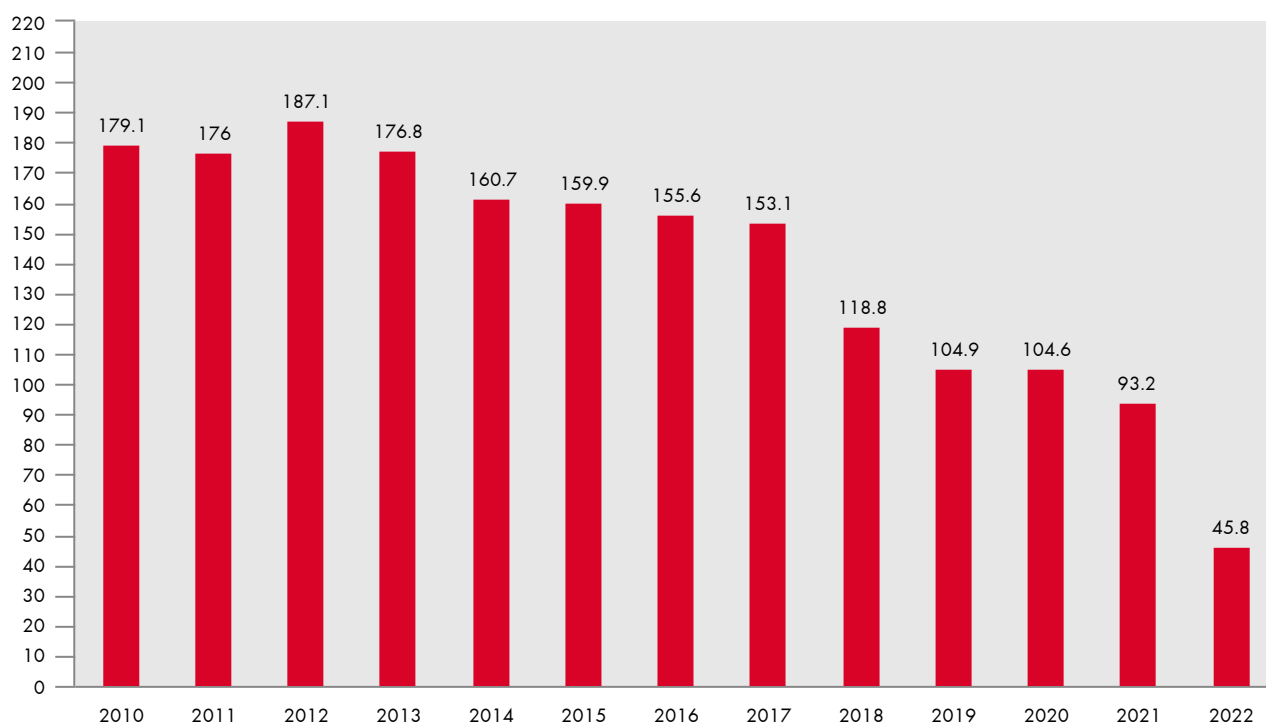
Chart 3: GWh consumed by O+LL parking facilities



From a **liveability** perspective our key contribution is reducing our carbon footprint. Our carbon footprint per parking space in owned and long-leased parking facilities (O+LL PFs) is much lower compared to 2021.

- The average kgCO₂ per parking space is 45.8 (2021: 93.2), a considerable decrease of 51% mainly thanks to green energy sourcing and the CO₂ certificates purchased.
- Since we started measuring our emissions in 2010, we have already achieved a 74% reduction in our carbon footprint per parking space.

Chart 4: Average CO₂ footprint (kg CO₂) per parking space - market based



It is important to note that during 2022 we made some improvements regarding how we calculate and publish our carbon footprint.

- I We use energy consumption from our measured Owned + Long-Leased parking facilities (O+LL PFs), and extrapolate to derive the total energy consumed by our entire O+LL PFs portfolio.
- I We use energy consumption from our measured EV charging points and extrapolate to derive the total energy consumed by all our EV charging points.
- I We deduct the energy consumed by our EV charging points and their carbon footprint respectively, as this impact belongs to our downstream value chain. This is now attributed to Scope 3.

In 2022, we engaged in more **strategic partnerships** than ever before. For Q-Park, a strategic partner is one who enhances sustainable development in urban areas

and who complements our assets, capabilities and/or expertise. Our new partnerships include:

- I Public landlords developing off-street parking to reduce on-street parking, thereby opening up space for pedestrians and cyclists.
- I Private landlords who repurpose PFs from private to public, thereby decreasing the need for construction work, and all the inconvenience this causes while increasing the life-span and usage of existing assets.
- I Public transport partners who nudge customers to park their car at convenient locations, often at the edge of the city e.g. P+R, and use public transport for part of their journey.
- I Partners who support us to develop mobility hubs with fast-charging.
- I Logistics partners who use PFs as a base for last mile delivery and/or storage services.

REVIEW OF ACTIVITIES

Antwerp Zuiderdokken

The city of Antwerp has ambitious mobility plans. It introduced restricted access for cars to the city centre a few years ago which meant that ample parking facilities are needed at the low emission zone boundary.

The site of the former docks in Antwerp is one of these locations. In 2016, the city of Antwerp commissioned Q-Park to realise underground parking facilities for 2,000 cars and 350 bicycles at this site.

The redevelopment involved moving car parking underground and creating a large urban park above ground. The first of two car parks, Q-Park Steendok was opened in 2020 providing parking for 900 cars and 125 bicycles. The second 'dock' car park, Q-Park Kooldok, was opened in July 2022.

This new facility is located under the northern part of the *Gedempte Zuiderdokken* park and built between the walls of the original dock where coal was shipped. The new car park provides 1,100 spaces for cars on four underground levels. This includes 26 spaces dedicated to persons with reduced mobility (PRMs) and 32 spaces dedicated to EV charging.

Bicycle parking at the facility opened in November. This is a secure and fully equipped area with space for more than 225 bicycles. It is a fully-fledged and secure bicycle park. The racks are designed to accommodate modern fat-tyre bikes and are broad enough so that every slot can be used, even with wide handlebars. There is a tool station and lockers with charging facilities, so those travelling e-bike distances can make the return journey with a full battery.

[Click here for the video about the Zuiderdokken.](#)

[Click here for the video about the bicycle solution.](#)

Business development

We were able to seize many business development opportunities in 2022. Of the 24 deals agreed, 13 are new contracts and 9 renewals.

The contract duration varies between 5 and 25 years, with an average of 14 years. The combined EBITDA for these exceeds EUR 8.0 million with a CAPEX commitment of approximately EUR 44 million.

The most notable new contracts in 2022 are:

- I Hospital complex in Nancy, France (EUR 20.4 million investment)
- I Acquisition of 100% of the shares in Dansk Parkerings Service A/S and ASTA ApS in Randers, Denmark (EUR 7.9 million investment)
- I Frontenpark in Maastricht, the Netherlands (EUR 8.0 million investment)

A grand total of 18 contracts became operational in 2022, good for more than 40,000 parking spaces, including Paris La Défense with 22,500 parking spaces.

