

ANNUAL CSR REPORT 2022

**We
Develop
Quality**

Urban liveability



MATERIALITY ANALYSIS

Every three years we conduct a materiality analysis, identifying the topics that are most relevant to our stakeholders. We performed a materiality analysis in 2016 and updated this with international desk research in 2018.

In 2020 we conducted an analysis, determining the material topics which reflect Q-Park's economic, environmental and social impacts as well as those that influence decisions taken by our stakeholders. For details regarding the 2020 analysis, see our CSR 2020 report.

The top ten material topics are above the green line, adding cybersecurity, employee development, energy consumption, urban liveability and strategic partnerships to our overarching material themes.

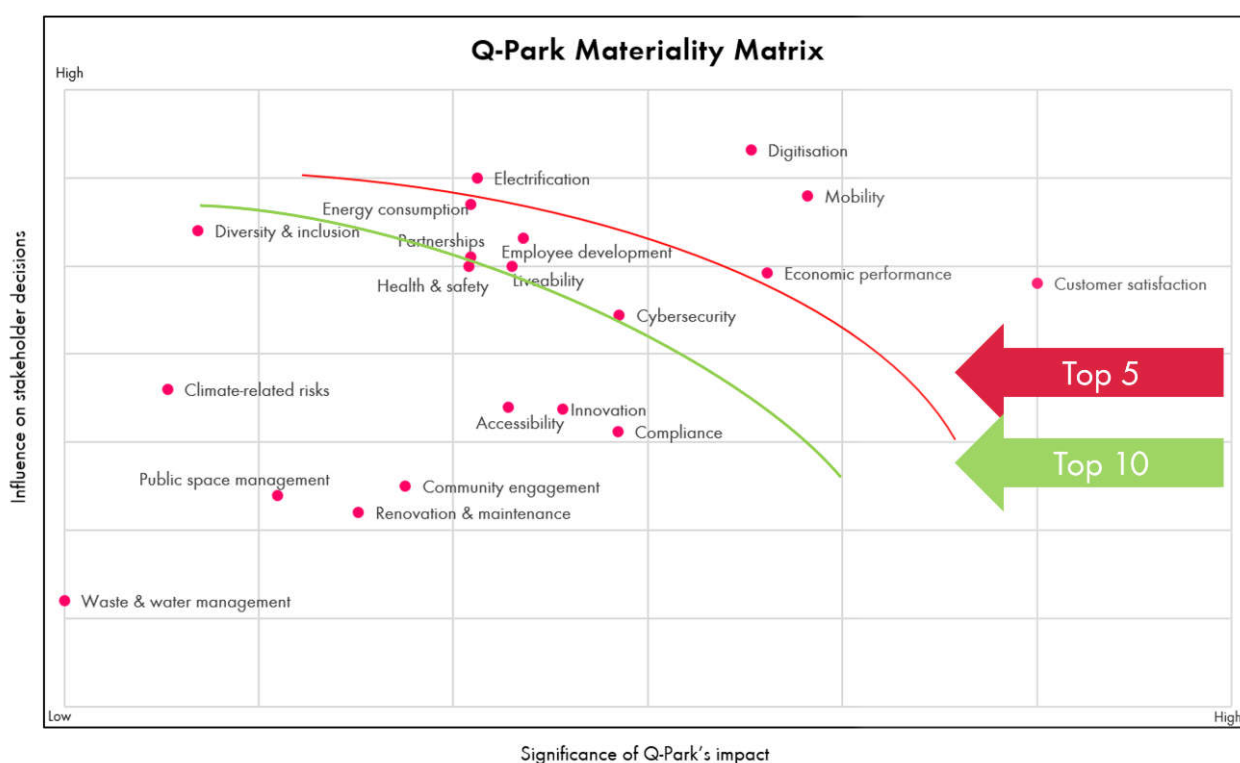
Result highlights

We provide disclosures and indicators which reflect our economic, environmental and social impacts, based on this materiality analysis.

Results

The five most important topics are at the top of the Q-Park Materiality Matrix, above the red line. Customer Satisfaction, Sustainable Mobility, Digitisation, Economic Performance, Electrification (EV charging points and EVs in our fleet) respectively.

Figure 8: Materiality Matrix



TARGETS

EU CSRD

Q-Park has started preparations to ensure we comply to the EU Corporate Sustainability Reporting Directive (CSRD) over the reporting year 2025.

Sustainability has been integrated in our business as of 2010 and now is the right time to revisit our strategy. We will explore in detail how a coherent long-term strategy creates competitive advantage, by generating and protecting value.

Changing demands and needs are accelerated by new, emerging technologies which enable smarter and more sustainable mobility. We see six key trends affecting the parking and mobility industry and impacting our future strategic decisions:

- | Mobility as a Service (MaaS)
- | Emission-free and liveable cities
- | Strategic partnerships
- | Integral solutions
- | Electric vehicles
- | New ways to create value (e.g. Mobility Hubs)

In addition, the CSRD asks for a double materiality analysis on which to build a strategy, including Paris alignment (limit temperature increase to 1.5°C above pre-industrial levels), targets and indicators, governance and due diligence policies across the value chain, as well as principle risks and their management.

CSR Strategic Framework

By the close of 2022, the CSR Strategic Framework was signed off by management, encompassing four phases:

- | Desk research & Double materiality – to establish an auditable double materiality matrix as a baseline for our integrated and future-oriented strategy.
- | Ambition setting – to define purpose, vision and output KPIs.
- | Performance management – to identify value drivers and steering KPIs, prioritising programmes and projects, plotting activities into a roadmap and assign responsibilities.

- | Reporting and communication – to develop a coherent storyline and strategic blueprint for external reporting.

The CSR Strategic Framework is the foundation of the CSR Programme which:

- | integrates sustainability in all aspects of our business;
- | enables us to focus on relevant targets;
- | enables us to focus on positive and negative impacts of our business on society and the environment;
- | enables us to focus on risks and opportunities of ESG topics on our business value;
- | allows interaction with and understanding of a wide variety of stakeholders and their needs;
- | must comply with the CSRD over the reporting year 2025.

Target setting

Ambition setting is phase 2 of the CSR Strategic Framework, which means we plan to define our mid- to long-term targets in 2023.

Note, there are two targets we support:

- | Fit for 55 – EU's target for reducing net GHG emissions by at least 55% by 2030.
- | Green deal – EU's target to be the first climate neutral continent by 2050.