

ANNUAL CSR REPORT 2022

**We
Develop
Quality**

Urban liveability



Parking information

Online information

The Q-Park country websites present a range of information about parking, services and products in a clear and orderly manner.

Parking information is presented per city where visitors will also find special parking deals such as day tickets or weekend options.

Customers can open Google Maps directly from the car park page to plan their journey. And, if pre-booking is available, a 'book now' button is also shown.

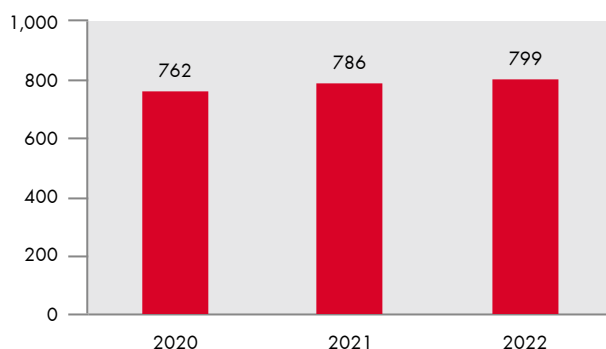
Besides mentioning popular destinations nearby, the information presented includes:

- | number of parking spaces, including those for people with reduced mobility (PRMs);
- | drive through height;
- | number of EV charging points;
- | parking tariffs, pre-booking and season tickets;
- | services such as AED, family parking, and toilets.

Results

In 2022, we have 799 (2021: 786) parking facilities providing sought-after information online.

Chart 11: PFs offering online information



Points of interest

On the city pages, website visitors can also see main points of interest (POIs) at a glance. On selecting a POI, users see the nearest parking facilities including the relevant walking time.

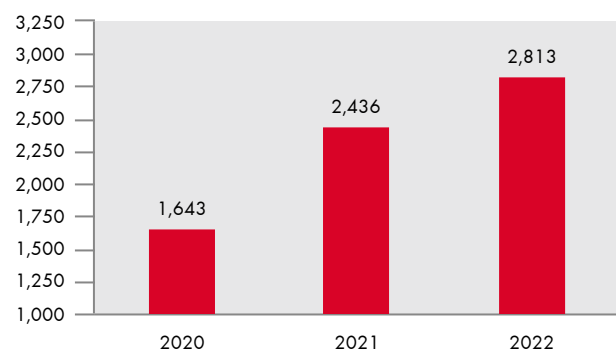


Results

In 2022 we listed 2,813 (2021: 2,436) POIs which are near to our parking facilities. We provide useful information online to help customers make an informed decision about where to park, including:

- | walking distance from car park to POI;
- | parking tariff;
- | navigation information to the car park;
- | special pre-booking propositions.

Chart 12: POIs listed online



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

