

# ANNUAL CSR REPORT 2022

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**We  
Develop  
Quality**

**Urban liveability**



## Compliance

Q-Park has been working on its compliance programme for several years. We are clearly maturing in many of our compliance areas. In 2022, we again assessed our progress and conducted additional analysis of the risks we face. We defined further steps to ensure our risk management mechanisms are embedded throughout the organisation.

### Compliance for continuity

Compliance is important to any organisation and at Q-Park we take all aspects of compliance seriously.

- I Our compliance programme covers the most relevant compliance areas for Q-Park. It helps us structure our approach to compliance and is therefore designed to minimise risks to the continuity of our business.
- I Our compliance programme ensures that actions taken as part of the risk control cycle are performed based on a clearly defined plan with clear roles and responsibilities. Our compliance programme also ensures that the tone at the top regarding the importance of compliance is consistent.

We aim to comply with national and European laws and regulations regarding our industry. Our risk management policy states that we are averse to the risk of non-compliance with relevant laws or regulations, and to non-compliance with our own codes, contractual agreements, and covenants.

### Compliance focus areas

Our priority compliance focus areas are:

- I Information security, including PCI DSS
- I Ethics and Integrity
- I Employment and pensions policy
- I Tax, per country and at corporate level
- I GDPR
- I Risk Control framework

### Information security receives special attention

As part of our compliance programme we have established a Cybersecurity Training and Awareness Programme for employees. This is a practical, online training designed to create a culture in which expected security behaviour becomes embedded. And as a result, all relevant individuals make effective risk-based decisions which protect critical and sensitive information throughout the organisation.

We have a multi-year Cybersecurity Awareness Programme in place. This is based on the Q-Park Information Security Governance Framework and is designed to raise awareness of digital security issues among all employees. The online training consists of several modules and relevant topics such as phishing, smartphone risks, identity fraud, social media and internet use.

### Ethics and integrity

In 2022, the compliance programme team continued work on the ethics and integrity project plan. We have the Q-Park Integrity Policy and Trade Sanctions Policy in place. A training and awareness programme is scheduled every two years to raise awareness of the importance of this compliance area and to make improvement actions sustainable.

 [Click here for our Integrity Policy.](#)

 [Click here for our Trade Sanctions Policy.](#)

## OUR ENVIRONMENTAL IMPACT

Our environmental footprint is determined by the amount of energy we consume. In our 2020 Materiality Analysis, energy consumption is considered the eighth most material topic.

We manage our environmental impact by:

- I reducing our overall energy consumption;
- I introducing energy-saving technology such as LED lighting with smart switching controls;
- I decreasing fossil fuel consumed by our fleet;
- I procuring more of the energy we consume in our parking facilities and offices from renewable energy sources.

We report greenhouse gas (GHG) emissions according to the GHG Protocol, on Scope 1, 2 and 3.

### Energy efficiency

Q-Park is a large consumer of electricity, both for lighting and operational equipment, as well as for charging electric cars. We have and will continue to implement measures for reducing our energy consumption as this is demonstrating clear benefits – in financial terms as well as in our environmental impact.

For example, lights are automatically dimmed to emergency levels and switch to brighter lighting when movement of cars or pedestrians is detected. We also take simple operational measures to decrease energy consumption by temporarily closing off parking decks in quiet periods.

### Energy dilemmas

As we provide more EV charging points in our parking facilities, more energy is needed for EV charging. As part of our EV charging programme, we have introduced a charging point dashboard which allows us to separately track the energy consumed by EV charging. This enables us to report on EV charging in Scope 3.

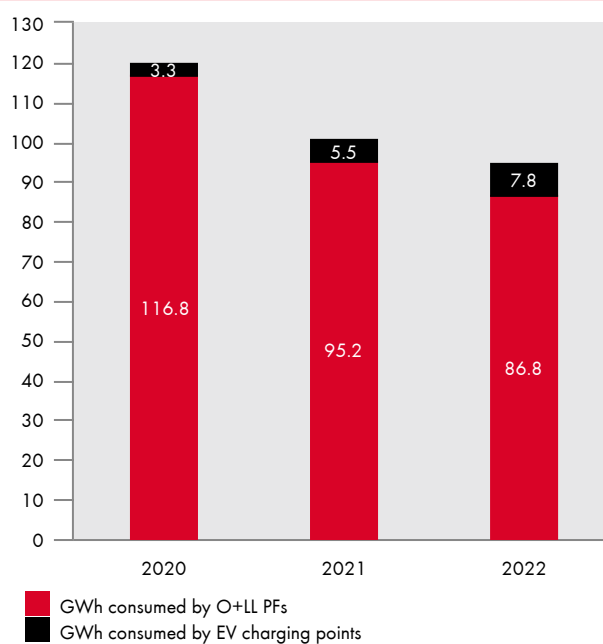
### Results

Although our total energy consumption increased in 2022, there are three valid reasons for this change:

- I Our car parks were busier in 2022 after all mobility restrictions related to COVID-19 were lifted in the first quarter.
- I We have expanded our portfolio considerably, and in particular with underground parking facilities which in general consume more energy than above ground locations.
- I In 2022, we have considerably increased the number of EV charging points in our facilities.

In 2022, the total amount of energy consumed, measured in GWh, in our owned and long-leased parking facilities (O+LL PFs), including GWh consumed by EV charging decreased by 6%.

Chart 18: GWh used by O+LL PFs and EV charging



From our dashboards, we can now show the energy consumed by EV charging. This shows a steady increase over the past few years in line with the increased availability and usage of EV charging points in our parking facilities. In 2022, EV charging represented 8.2% of our total energy consumed compared to 5.5% in 2021.