

# ANNUAL CSR REPORT 2023

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We  
Develop  
Quality

Urban liveability



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# SUSTAINABLE MOBILITY SOLUTIONS

## Ambition

Our ambition is to connect communities with our ecosystem of sustainable mobility solutions. The related topics reported on in this section are: mobility transition and accessibility.

## Mobility transition

Within the mobility transition theme the following efforts are included:

- I EV charging.
- I Mobility hubs, which encourage people to make all or part of their journey by sustainable transport.
- I Mobility inclusion, allocated spaces for motorists with special needs.
- I Strategic locations and various contract types, allowing for urban accessibility, operational efficiency and meaningful partnerships.

Q-Park wants to contribute to the European mobility transition. It is one of our key sustainability matter as it corresponds with Europe's most important goal next to the energy transition.

Mobility transition also includes a cultural change, in particular a re-evaluation of "the street". Currently, the primary purpose of streets is to direct traffic through the city with as little disruption as possible. In the future, the dominance of the car should give way to equal rights for all modes of transport.

With our expertise, off-street parking facilities, sustainable mobility solutions and partnerships, we are well equipped to support local authorities in achieving their Sustainable Urban Mobility Plans (SUMP).

## EV charging

Electric vehicles (EVs) need to park just as petrol and diesel fuelled cars do. The difference is that some motorists want to recharge their car's batteries while parking.

The EV not only occupies a parking space, but it may also occupy an EV charging point even when it is fully charged. Offering seamless parking means allowing our customers to leave their car where it is parked even though it is fully charged. This creates an operational as well as a commercial challenge as we need to have ample EV charging points available for our electric vehicle motorists.

A completely different challenge we face is that of calculating and allocating the carbon footprint of EV charging to the right GHG Protocol scope. For more information please refer to our Climate Change Mitigation section.

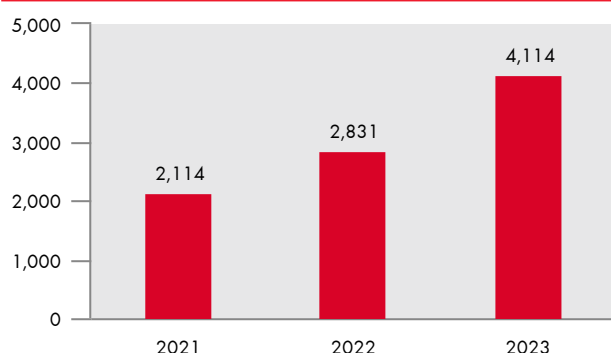
We continue to work with our selected CPOs in all the countries in which we operate. The agreements we made in 2022 include providing transparent information regarding the energy consumed by the EV charging points we operate and the associated carbon footprint. We can now report on these two important data points separately from our overall energy use and carbon footprint.

## Results

We continue to expand the number of EV charging points at the most relevant Q-Park locations for our electric vehicle motorists. The total number of EV charging points available is now 4,114 (2022: 2,831), an increase of 45%. The total number of EV charging points we operate is now 2,996 (1,664 in 2022) an increase of 80%.

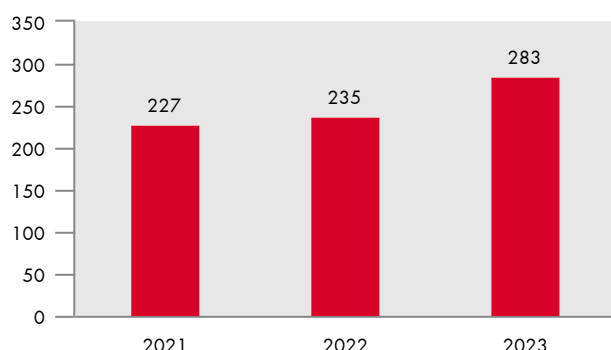
With our EV charging points we have facilitated about 50 million zero-emission kilometres<sup>1</sup>, using a very general average of 5 kilometres per kWh.

Chart 13: Total EV charging points



We now have 283 parking facilities offering EV charging (2022: 235) an increase of 20%.

Chart 14: Parking facilities offering EV charging



## Mobility hubs keep cities moving

Mobility hubs are busy places where travellers arrive and depart by different modes of transport, such as bicycle, car, train, or plane. Mobility hubs help urban areas to be accessible and liveable, and enable people to switch transport mode to continue their journey.

Our mobility hub solutions:

- I offer urban solutions for accessibility, liveability, sustainability and mobility equality;
- I transform search traffic into destination traffic and allows for optimised kerbside management.

We define a Q-Park Mobility Hub (QMH) as a location:

- I where different transport modalities and services are offered to commuters, visitors and/or residents;
- I where people can interchange between car, public transport and/or shared mobility and micromobility options, including bicycle parking, shared micromobility services, rental car services;
- I equipped with EV charging points, and may include fast-charging services;
- I connected to a digital ecosystem, enabling ANPR, pre-booking, parking app options and/or season ticket options.

A QMH may also offer additional amenities such as urban logistic services, locker walls, retail and/or spaces for meetings and work.

By offering safe and secure parking at mobility hubs we encourage people to make all or part of their journey by sustainable transport. They can choose to continue their journey by means of public transport or ride a bicycle to their final destination.

<sup>1</sup> The kilometres per kWh is a measure of the distance an EV is averaging for each kWh of energy from its battery. Some efficient EVs might manage a higher performance and some larger EV models can be lower, but we work with a very general average of 5 kilometers per kWh.