

# ANNUAL CSR REPORT 2023

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We  
Develop  
Quality

Urban liveability

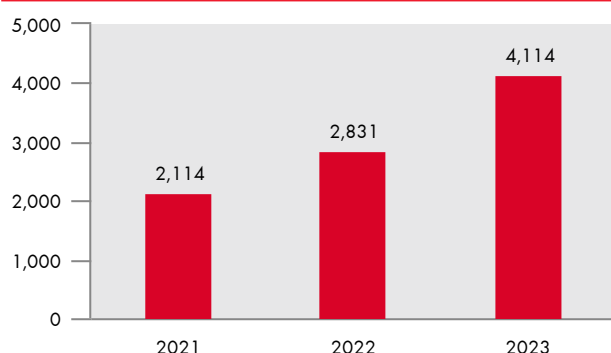


## Results

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%.

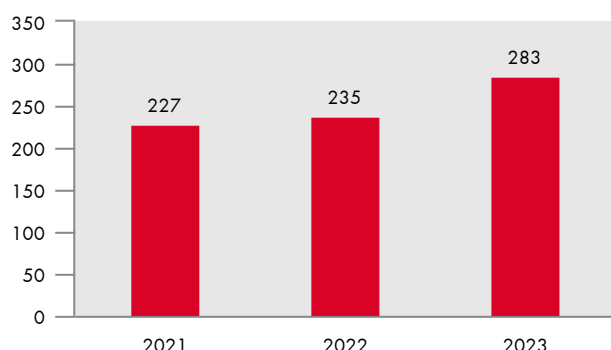
With our EV charging points we have facilitated about 50 million zero-emission kilometres<sup>1</sup>, using a very general average of 5 kilometres per kWh.

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.

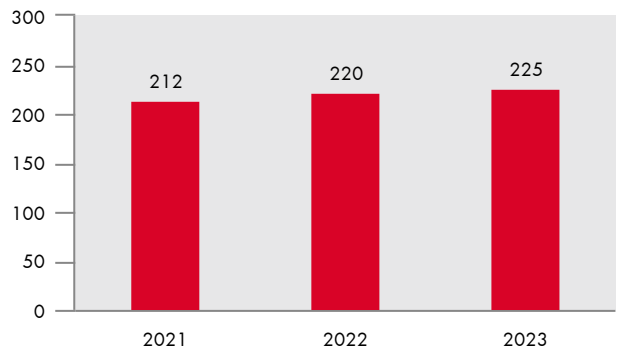
<sup>1</sup> The kilometres per kWh is a measure of the distance an EV is averaging for each kWh of energy from its battery. Some efficient EVs might manage a higher performance and some larger EV models can be lower, but we work with a very general average of 5 kilometers per kWh.

### Results

According to our QMH definition we have now over 170 QMHs in our portfolio.

Our proximity to alternative mobility options has increased considerably in 2023. This result is a combination of continuous improvement of proper registration in our back-office system as well as adding assets in our portfolio. We now have 225 operated parking facilities (2022: 220) registered at or near major public transport stations.

Chart 15: Parking facilities at or near transport stations



### Micromobility

By moving car parking from on-street to off-street, cities free up public space for pedestrians and cyclists. Many cities and towns now also wish to move bicycle parking off the streets too. We include bicycle parking in our renovation and new build plans wherever feasible.

There are clear advantages to both municipalities and cyclists in moving bicycle parking off-street, including:

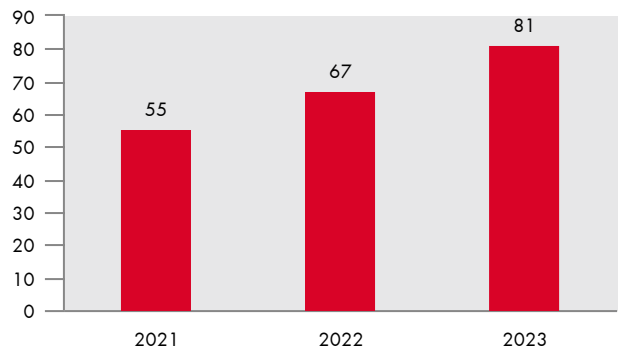
- I public space becomes available for pedestrians, markets and other street activities;
- I dry and secure bicycle parking for cyclists with optional lockers for helmets;
- I e-charging facilities for e-bicycles.

 [More information about bicycle parking solutions.](#)

### Results

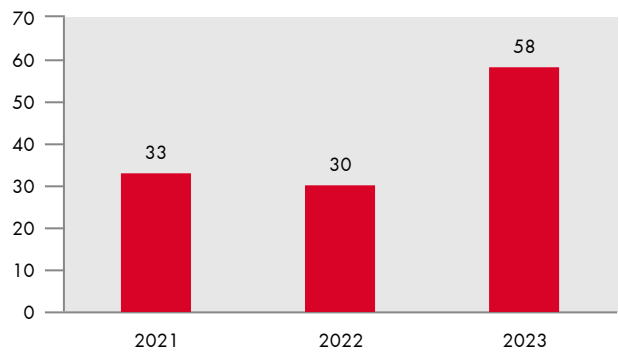
We now have 81 operated parking facilities offering bicycle parking (2022: 67).

Chart 16: Parking facilities offering bicycle parking



We now have 58 parking facilities offering car sharing/rental schemes, compared to 30 in 2022, an increase of 93%.

Chart 17: Parking facilities offering car sharing/rental schemes



## Mobility inclusion

Municipalities are committed to providing access to public transport and amenities for all residents, including persons with reduced mobility (PRMs).

Around 87 million people in the EU, about 19%, live with a disability of some kind, often affecting their mobility. Considering the inevitable reversal of the population pyramid and that more than one-third of people aged over 75 have an age-related condition that restricts their mobility to a certain extent, providing easy access to public amenities is vital.

Q-Park ensures that its parking facilities meet requirements for inclusive mobility with features including:

- | wide walkways that provide ample space for wheelchair users and people using walking aids;
- | spaces for blue badge holders are always located close to the pedestrian exit;
- | threshold-free access from the pedestrian area to the parking deck;
- | wide doorways;
- | ramps with gentle incline and lifts suitable for wheelchairs and buggies;
- | safe handrails and protection under tapering constructions;
- | easy to read signage with colour contrast;
- | more than sufficient lighting levels.

The availability of inner-city parking close to points of interest (POIs) is an essential service to enable PRMs to participate fully in society.

## Results

In our parking facilities we have allocated multiple spaces for motorists with special needs, whether they are parents with young children and buggies or passengers with reduced mobility.

We specifically have allocated parking spaces to people with reduced mobility (PRMs) and most of our parking facilities have lifts. In 2023 we have some 5,210 spaces (2022: 4,330) for this special group.

The numbers of spaces dedicated to this special group fluctuates as the composition of our portfolio changes. We are pleased to see an overall upward trend.

Chart 18: Number of parking spaces dedicated to PRMs

