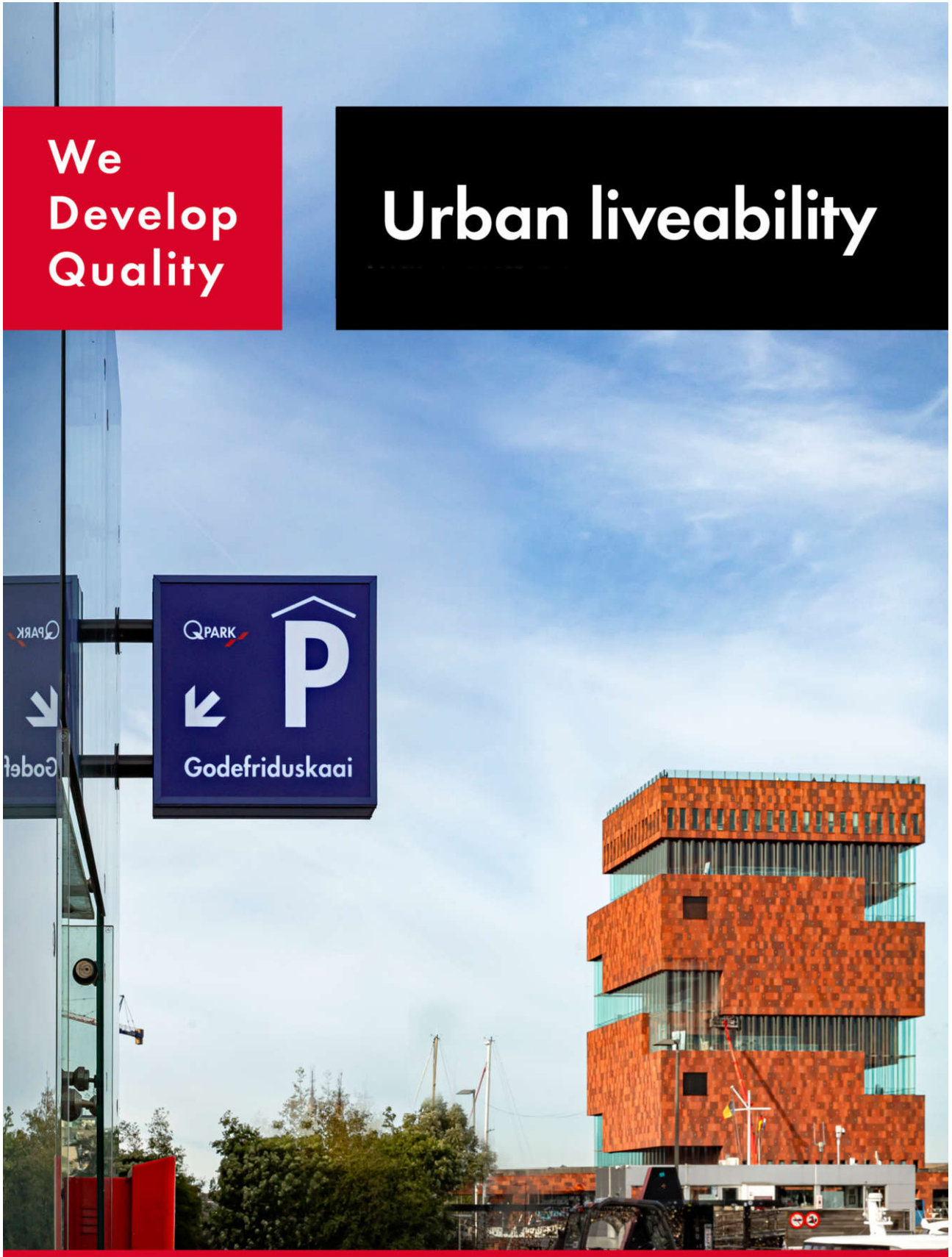


# ANNUAL CSR REPORT 2023

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We  
Develop  
Quality

Urban liveability



# RESULTS

## PERFORMANCE HIGHLIGHTS

|   | 2021    | 2022    | 2023    |
|---|---------|---------|---------|
| <b>Portfolio information</b>                                  |         |         |         |
| Total Parking Facilities (PFs)                                | 3,308   | 3,460   | 3,616   |
| Long-term portfolio   | 710     | 719     | 723     |
| Short-term lease portfolio                                    | 90      | 102     | 45      |
| Management contracts  | 283     | 286     | 310     |
| Control fee contracts   | 2,225   | 2,353   | 2,538   |
| <b>Total Parking Spaces (PSs)</b>                             |         |         |         |
| Total Parking Spaces (PSs)                                    | 649,189 | 677,979 | 706,223 |
| Long-term portfolio   | 291,920 | 317,120 | 324,950 |
| Short-term lease portfolio                                    | 33,974  | 29,335  | 22,568  |
| Management contracts  | 217,797 | 221,901 | 230,689 |
| Control fee contracts   | 105,498 | 109,623 | 128,016 |
| <b>Financial information</b>                                  |         |         |         |
| Underlying net revenue (x EUR million)                        | 527.2   | 725.7   | 828.6   |
| Underlying operating result (x EUR million)                   | 84.6    | 195.0   | 231.3   |
| Cash flow (x EUR million)                                     | 100.2   | -193.5  | -31.2   |
| Total capital investment (x EUR million)                      | 84.9    | 107.1   | 129.3   |
| Net revenue from parking activities (x EUR million)           | 454.0   | 649.6   | 734.6   |
| Net revenue from short-term parking (x EUR million)           | 322.9   | 483.6   | 553.1   |
| Net revenue from long-term parking (x EUR million)            | 131.1   | 166.0   | 181.5   |
| <b>Environmental information</b>                              |         |         |         |
| Average kg CO <sub>2</sub> per parking space - location based | 45.2    | 47.8    | 52.8    |
| Average kg CO <sub>2</sub> per parking space - market based   | 93.3    | 48.3    | 45.4    |
| GWh consumed by operated PFs                                  | 101.3   | 95.8    | 88.4    |
| GWh consumed by operated EV charging points                   | 5.5     | 5.4     | 10.2    |
| kWh consumed per operated PS                                  | 305     | 304     | 293     |
| Total GHG <b>location based</b> (tCO <sub>2</sub> )           | 26,144  | 23,714  | 26,234  |
| Total GHG <b>market based</b> (tCO <sub>2</sub> )             | 42,252  | 23,921  | 23,948  |
| Scope 1 (tCO <sub>2</sub> )                                   | 2,280   | 2,407   | 2,345   |
| Scope 2 <b>location based</b> (tCO <sub>2</sub> )             | 15,189  | 15,208  | 16,252  |
| Scope 2 <b>market based</b> (tCO <sub>2</sub> )               | 31,297  | 15,415  | 13,966  |
| Scope 3 (tCO <sub>2</sub> )                                   | 8,674   | 6,099   | 7,638   |
| Car fleet e-cars  | 28      | 39      | 104     |
| Car fleet diesels   | 290     | 206     | 173     |

|  | 2021   | 2022   | 2023   |
|--|--------|--------|--------|
| <b>Mobility hubs</b>                                     |        |        |        |
| PFs offering access to public transport                  | 212    | 220    | 225    |
| PFs offering bicycle parking                             | 55     | 67     | 81     |
| PFs offering car sharing/rental schemes                  | 33     | 30     | 58     |
| <b>Social information</b>                                |        |        |        |
| Total number of employees                                | 1,878  | 2,066  | 2,203  |
| Employees female diversity                               | 22.2%  | 21.6%  | 21.1%  |
| Employees receiving regular general training             | 1,394  | 2,066  | 2,203  |
| Employee training hours (average per year)               | 16.5   | 18.7   | 18.2   |
| Employees with CBA                                       | 37%    | 30%    | 31%    |
| Number of work-related incidents                         | 58     | 81     | 93     |
| Number of work-related lost days                         | 866    | 1,052  | 1,006  |
| <b>Q-Park information</b>                                |        |        |        |
| PFs offering 24/7 service                                | 1,083  | 1,107  | 1,078  |
| PFs offering online information                          | 786    | 799    | 864    |
| PFs offering online pre-booking                          | 385    | 476    | 506    |
| PFs offering ANPR (PaSS enabled)                         | 204    | 368    | 459    |
| PFs offering EV charging points                          | 227    | 235    | 283    |
| Total EV charging points                                 | 2,114  | 2,831  | 4,114  |
| Operated EV charging points                              |        | 1,664  | 2,996  |
| PSs dedicated to PRMs                                    | 4,501  | 4,330  | 5,210  |
| POIs listed online                                       | 2,436  | 2,813  | 3,140  |
| Number of Google reviews received                        | 12,631 | 14,846 | 15,685 |
| Average score of Google reviews                          | 3.7    | 3.6    | 3.6    |
| Average percentage of STP transactions using PaSS        | 5.5%   | 9.7%   | 14.4%  |
| Average percentage of STP transactions using Pre-booking | 1.0%   | 2.2%   | 2.7%   |