

ANNUAL CSR REPORT 2023

We
Develop
Quality

Urban liveability



RESULTS

PERFORMANCE HIGHLIGHTS

	2021	2022	2023
Portfolio information			
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
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
Financial information			
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
Environmental information			
Average kg CO ₂ per parking space - location based	45.2	47.8	52.8
Average kg CO ₂ 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 location based (tCO ₂)	26,144	23,714	26,234
Total GHG market based (tCO ₂)	42,252	23,921	23,948
Scope 1 (tCO ₂)	2,280	2,407	2,345
Scope 2 location based (tCO ₂)	15,189	15,208	16,252
Scope 2 market based (tCO ₂)	31,297	15,415	13,966
Scope 3 (tCO ₂)	8,674	6,099	7,638
Car fleet e-cars	28	39	104
Car fleet diesels	290	206	173

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Mobility hubs			
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
Social information			
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
Q-Park information			
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%