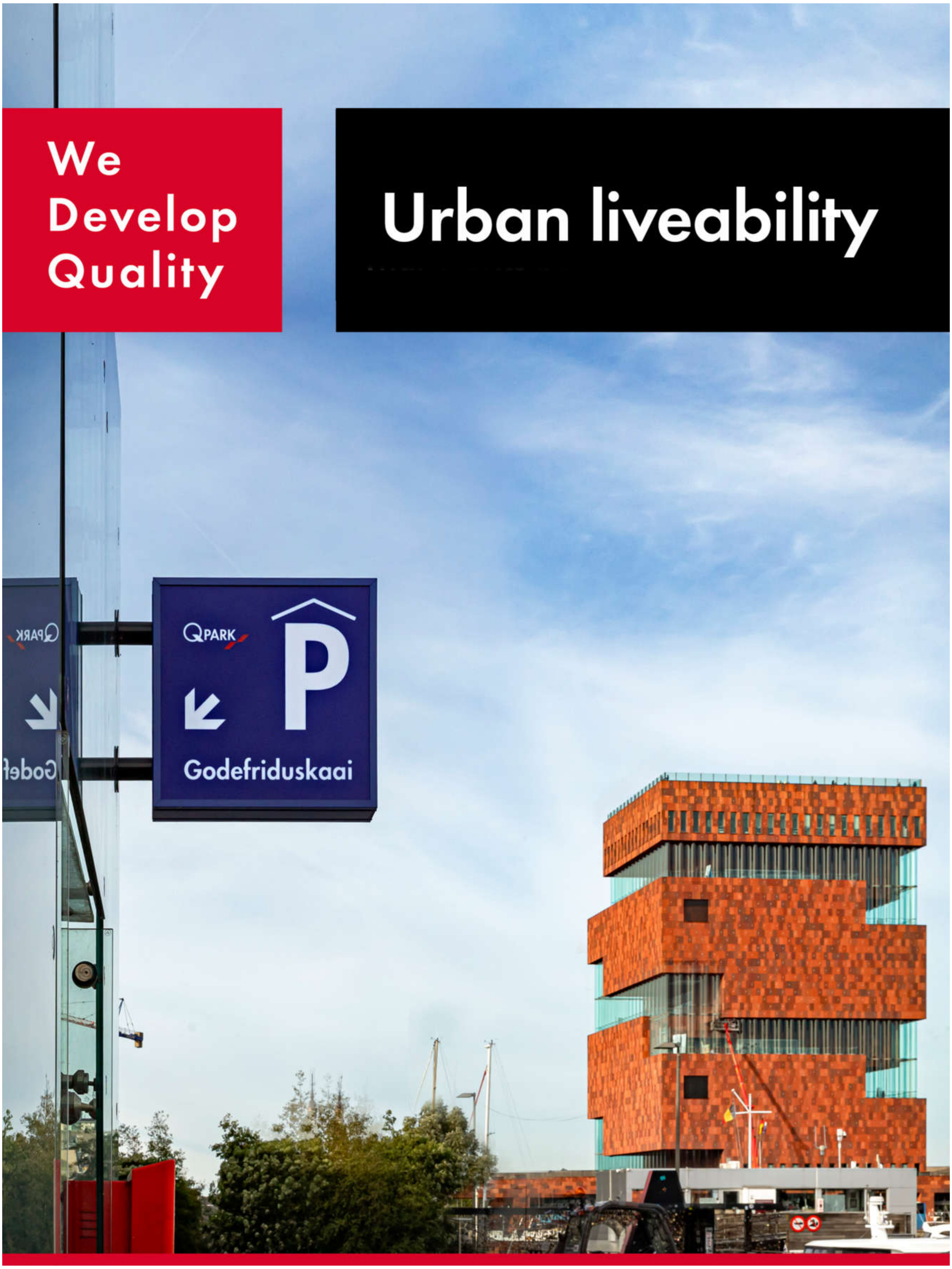
ANNUAL CSR REPORT 2023

We
Develop
Quality

Urban liveability



Quality in parking

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:

- EV charging.
- Mobility hubs, which encourage people to make all or part of their journey by sustainable transport.
- Mobility inclusion, allocated spaces for motorists with special needs.
- 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 (SUMPs).

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.

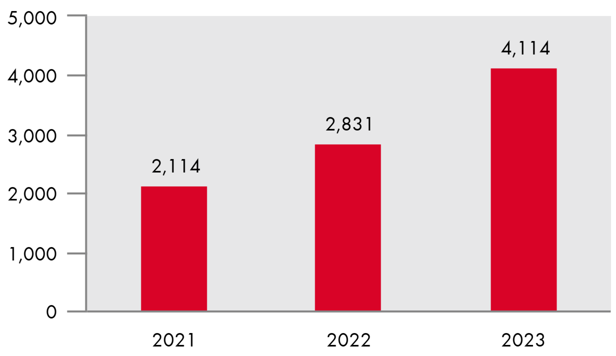
We continue to work with our selected CPOs in all the countries in which we operate. The agreements we made in 2022 include providing transparent information regarding the energy consumed by the EV charging points we operate and the associated carbon footprint. We can now report on these two important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

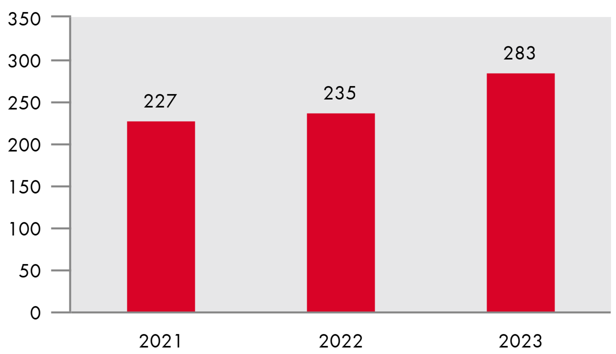
With our EV charging points we have facilitated about 50 million zero-emission kilometres[1], using a very general average of 5 kilometres per kWh.

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:

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

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

- where different transport modalities and services are offered to commuters, visitors and/or residents;
- where people can interchange between car, public transport and/or shared mobility and micromobility options, including bicycle parking, shared micromobility services, rental car services;
- equipped with EV charging points, and may include fast-charging services;
- 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.

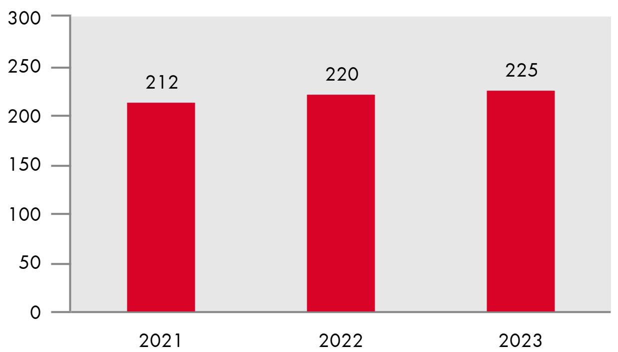
[1] The kilometres per kWh is a measure of the distance an EV is averaging for each kWh of energy from its battery. Some efficient EVs might manage a higher performance and some larger EV models can be lower, but we work with a very general average of 5 kilometers per kWh.

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:

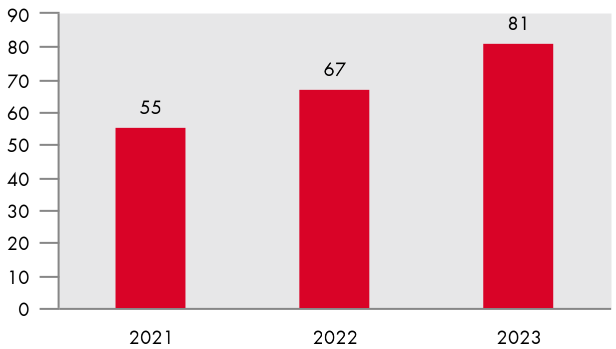
- public space becomes available for pedestrians, markets and other street activities;
- dry and secure bicycle parking for cyclists with optional lockers for helmets;
- e-charging facilities for e-bicycles.

More information about bicycle parking solutions.

Results

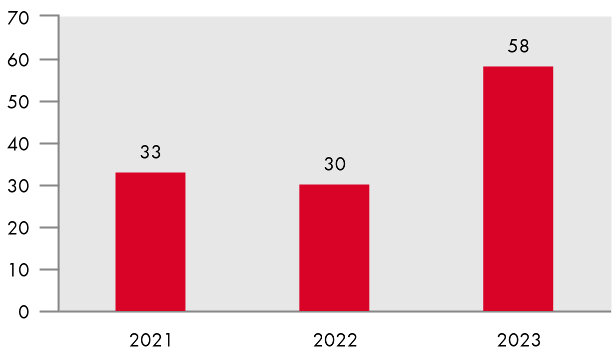
We now have 81 operated parking facilities offering bicycle parking (2022: 67).

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.

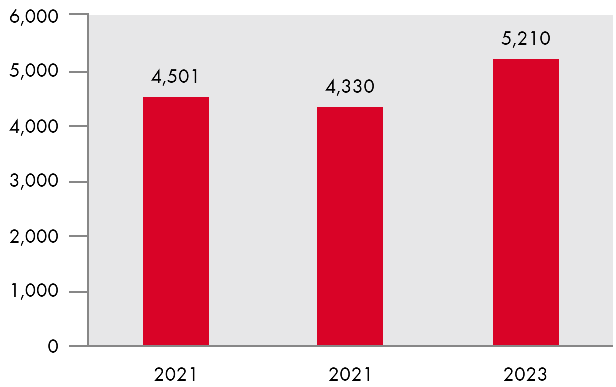
Results

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



Accessibility

Parking in urban areas

Off-street parking facilities have a positive impact on the quality of life in urban areas and in large cities in particular. After all, a city is more attractive if it is easily accessible while having fewer cars parked on streets and town squares. With our parking facilities and services, we contribute to the accessibility of vital functions.

Some visitors prefer to travel as close as possible to their final destination by car and are willing to pay for that service, opt for a journey including Park+Ride or Park+Walk.

Inner-ring purpose-built parking facilities particularly enhance accessibility while maintaining mobility and access for all. They reduce inner-city search traffic and on-street parking which, in turn, improves the liveability for residents and visitors alike.

With purpose-built parking facilities at varying distances from the city centre and with varying parking tariff schemes, Q-Park contributes to:

- accessibility to amenities such as public transport, hospitals, shops and events;
- decreasing traffic searching for a place to park;
- freeing up public space for urban parks and town squares;
- creating opportunities to reduce on-street parking;
- nudging motorists to make informed choices;
- creating sustainable parking solutions;
- decreasing subsidised parking, by pursuing the 'user pays' principle.

We select strategic locations

We capture value through our portfolio of purpose-built and off-street parking facilities (PFs) at strategic locations: in or near multifunctional inner-city areas, at or near major transport stations, and at hospitals.

In cities where we operate three to five or more car parks, we become a highly efficient parking operator and profound mobility partner. We can then engage in meaningful dialogue with other parking and mobility partners, including:

- providers of parking route information systems;
- urban planners on capacity and routing traffic;
- shared mobility and public transport providers;
- landlords to efficiently operate their car parks;
- parking tariff policy makers.

With our integrated and connected expertise, municipalities can take multiple measures to:

- reduce traffic searching for a place to park;
- improve air quality and reduce emissions;
- provide for sufficient parking capacity and proper usage, both on and off-street;
- create a more liveable urban environment.

Multiple contract types

We work with a range of contract types to provide value for our stakeholders.

- We capture value for public and private landlords by offering a range of contract types and value propositions.
- We operate parking facilities that we own, have in concession or lease contract, and we manage parking facilities under management contracts too.
- We also have control fee contracts in our portfolio, ensuring that parking capacity is used according to set rules and regulations.

Results

We operate in seven western European countries: Netherlands, Germany, France, Belgium, UK, Ireland and Denmark where we are present in more than 320 cities. We operate three or more PFs in 88 cities and five or more PFs in 52 cities.

We manage a total of 3,616 parking facilities with 706,223 parking spaces.

We manage more than 2,500 control fee contracts, serving more than 125,000 parking spaces which are regulated under private property rights and controlled by our parking attendants.

The following table shows the numbers of parking facilities (PFs) and parking spaces (PSs) in the most important contract forms. Acquisition efforts in 2023 have expanded our portfolio by about 5%.

Table 2: Q-Park portfolio in contract types

	2021	2022	2023
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
	2021	**2022**	**2023**
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