

WHO WE ARE

PROFILE

Q-Park is a leading off-street parking infrastructure owner and operator with well-managed commercial parking facilities across seven Western European countries. We operate off-street parking spaces we own, have under concession or with lease contracts from public and private landlords. We focus on off-street purpose-built parking facilities at strategic locations.

The seven countries in which we operate are the Netherlands, Germany, France, Belgium, United Kingdom, Ireland and Denmark. We are present in over 360 cities, have more than 5,300 parking facilities in our portfolio comprising over 1 million parking spaces. Based on publicly available industry data for

our competitors, we estimate that we are a top three player in terms of estimated off-street revenues in all the countries in which we operate.

Besides operating off-street parking facilities we also offer:

- | Off-street parking management
- | On-street parking and kerbside management
- | EV charging points
- | Parking as a Smart Service (PaSS) platform
 - | an industry leading seamless parking service; and
 - | a fully integrated cloud-based digital infrastructure.

Q-Park market position



Based on (estimated) off-street revenues.

We demonstrate that effective regulated and paid parking combined with smart tariff plans, and pre-booking propositions along with digital access and payment services, makes an economic and sustainable contribution to cities and society. Effective regulated

and paid parking positively influences how people enjoy their urban visit, journey, shopping, commute or residence.

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) is strongly connected with the principles of sustainability - economy, society and the environment. For Q-Park, our Annual CSR Report shows our strategy, focus areas, ambitions and results not only on financial and operational factors, but also on the social and environmental impacts of our business. It shows our commitment to grow responsibly while meeting the interests of our stakeholders.

Q-Park Quintessence, developed in 2007, was our first sustainability showcase with a broad perspective on urban challenges. Linking mobility and parking policy, even claiming that parking policy is the most important instrument in regulating mobility in urban areas - explaining the logic behind regulated and paid parking.

Q-Park's first Annual CSR Report was published in 2008 and we've been reporting annually on sustainability, based on the GRI Standards, since 2011. In the early years, it was all about raising awareness and integrating sustainable development in our day-to-day business. We benchmarked ourselves and ensured we were doing the right things in the right way. We engaged with stakeholders, enhanced the transparency of our governance and our impact on environmental and social issues.

From 2017 onwards, we focused more on developing and implementing shared solutions. We identified how we can contribute to achieving the UN Sustainable Development Goals (SDGs), and our role in helping society progress towards Europe's aim to be climate neutral by 2050.

CSR Progress & Plan

CSR Progress 2007 - 2023

**2007**

- Quintessence showcase
- The logic of paid parking

**2008 – 2010**

- Annual reports
- Serving tenders & Benchmarks

**2011 – 2012**

- GRI disclosures
- Goals, CSFs & KPIs

**2013-2016**

- Online & Control
- Five year targets

**2017 – 2020**

- Value Creation Model
- SDGs & Materiality matrix

**2021 – 2023**

- ESG & Investor Relations
- CSR Strategic Framework

CSR Plan 2024 - 2050

**2024 – 2025**

- 2024 Material KPIs & Targets
- 2025 CSRD Compliance

**2030 – 2050** (EU targets)

- CO₂ reduced >55% by 2030
- Net zero emission by 2050

In 2023 we have worked on our CSR Strategic Framework, based on a double materiality analysis. From this exercise we redefined our Purpose, Vision & Sustainability matters to focus on. From here we

can progress to establishing roadmaps with relevant initiatives and set targets for 2025 to 2050. The framework also supports our process to being CSRD Compliant over the Annual Report 2025.

CSR Strategic Framework

Purpose: Enhance urban liveability and connect communities by providing sustainable mobility solutions and seamless parking services.			
Vision: By 2030 we are the most preferred sustainable mobility hub partner.			
Focus area	Urban liveability	Sustainable mobility solutions	Seamless parking services
Ambition	Supporting urban liveability by reducing GHG emissions, increasing renewable energy usage, and smart renovation and maintenance activities.	Connecting communities with our ecosystem of sustainable mobility solutions.	Enhancing seamless parking with our digital access and payment services.
CSR Matters	(1) Liveability (2) Energy (4) Renovation & Maintenance (5) Climate change mitigation (7) Climate change adaptation	(1) Mobility transition Vision & (9) Strategic partnerships	(3) Digitalisation and innovation (6) Personal safety of end-users (8) Customer satisfaction (11) Information-related impacts of end-users (15) Social inclusion of end-users
Other sustainability matters: (10) Working conditions (12) Equal treatment and opportunities for all (13) Supplier relationship management (14) Corruption and bribery			

Energy & Mobility transition

Within our focus area '**Urban liveability**' we have listed our efforts on renewable energy procurement, production and storage, supporting Europe's energy transition. This means moving away from fossil fuels to greater use of renewable energy, thereby reducing greenhouse gas emissions.

Our focus area '**Sustainable mobility solutions**' demonstrates our ambition to play our part in Europe's mobility transition. Firstly, because our mobility hubs, parking facilities (PFs) and EV charging points are an essential part of a sustainable urban mobility infrastructure. And secondly, because we offer a variety of alternative modes of transportation in or close by our PFs through substantial partnerships with public transport providers, micromobility sharing/rental providers and car sharing/rental providers.

And with our focus on '**Seamless parking services**' we ensure that our digitalisation and innovation efforts are geared towards a seamless parking experience for our customers. Providing digital access and payment services, via our tools or payment services of our partners.

A strong sense of corporate social responsibility (CSR) is embedded in everything that Q-Park does as a company. It underpins every major management decision, every new project, and every engagement we have with our community of users. It's part of our Quintessence, which is how we bring together all of our ideas about regulated and paid parking, and about how we work with our partners and stakeholders to contribute to the quality of life in our cities.

Please click [here](#) for the Annual CSR Report 2024.

Quintessence

Cities are the undisputable engines of Europe – and these engines are increasingly becoming choked. Regulated and paid parking are therefore logical choices for cities faced with the following five challenges: Mobility – Facility – Society – Economy – Environment.

The Q-Park Quintessence is about regulated and paid parking as a solution for these five urban challenges as it is a particularly effective instrument for influencing mobility and keeping the urban engine from ticking over.

Quintessence – literally - fifth essence, the **idea**.

Our Quintessence is to guide those who are interested along the way of understanding 'the logic of regulated and paid parking'. As a mnemonic, Quintessence is illustrated as a five point guiding star, where each point in itself is a good reason to regulate or pay for parking.



Quintessence - The logic of regulated and paid parking