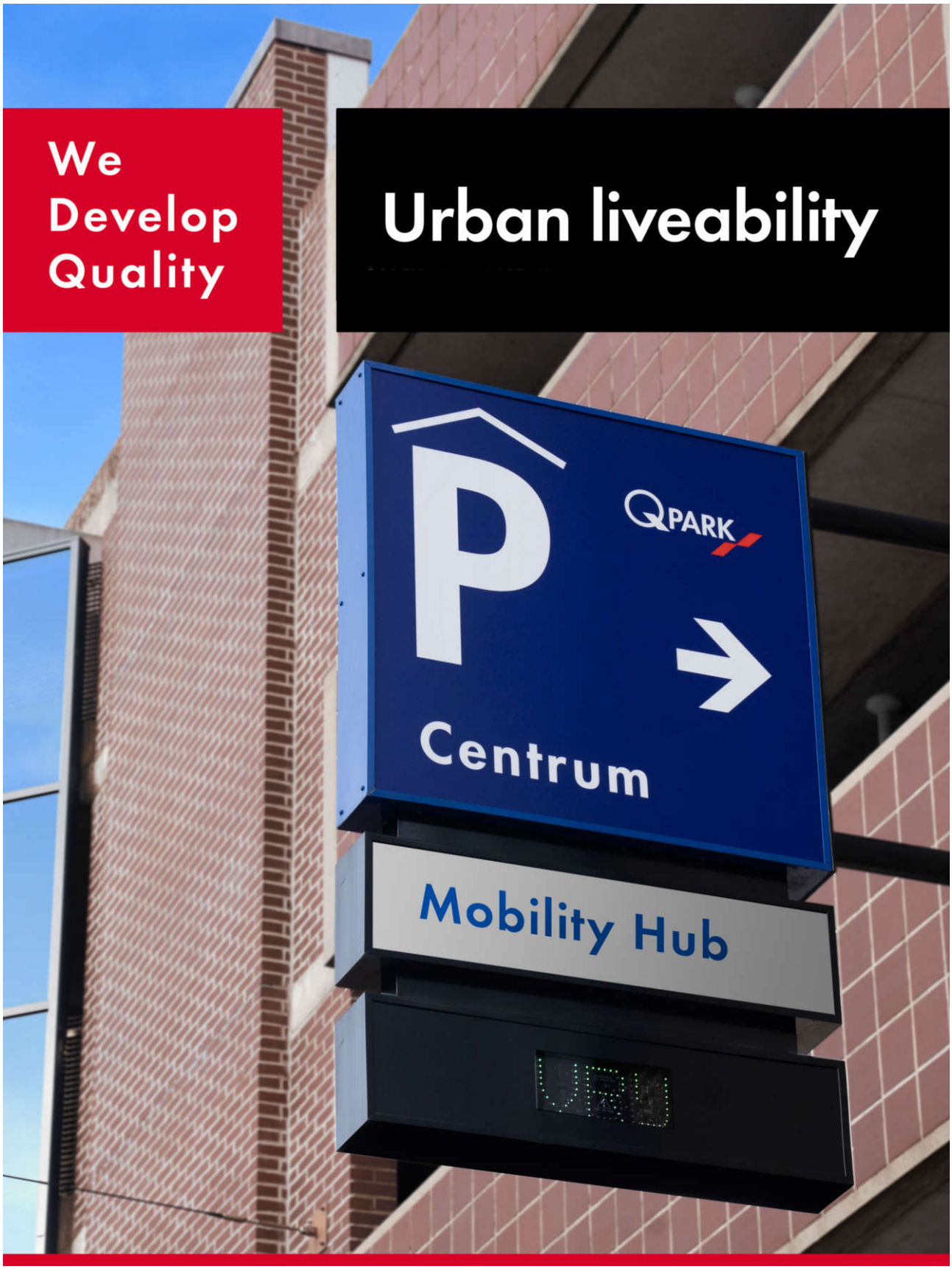
ANNUAL CSR REPORT 2024



QPARK Quality in parking

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PREFACE

Corporate Social Responsibility

Corporate Social Responsibility (CSR) is strongly connected with the principles of sustainability: economy, society and the environment. For Q-Park, this Annual CSR Report shows our strategy, focus areas, ambitions and results on financial and operational factors, and 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 has been reporting annually on sustainability since 2008. 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.

This year, we have complemented the Double Materiality Assessment (DMA) with Impacts, Risks and Opportunities (IROs). Ensuring that our Strategic Framework aligns our Purpose, Vision and Sustainability matters with IROs, policies and targets. This framework also aligns with our process towards CSRD compliance.

Energy & Mobility transition

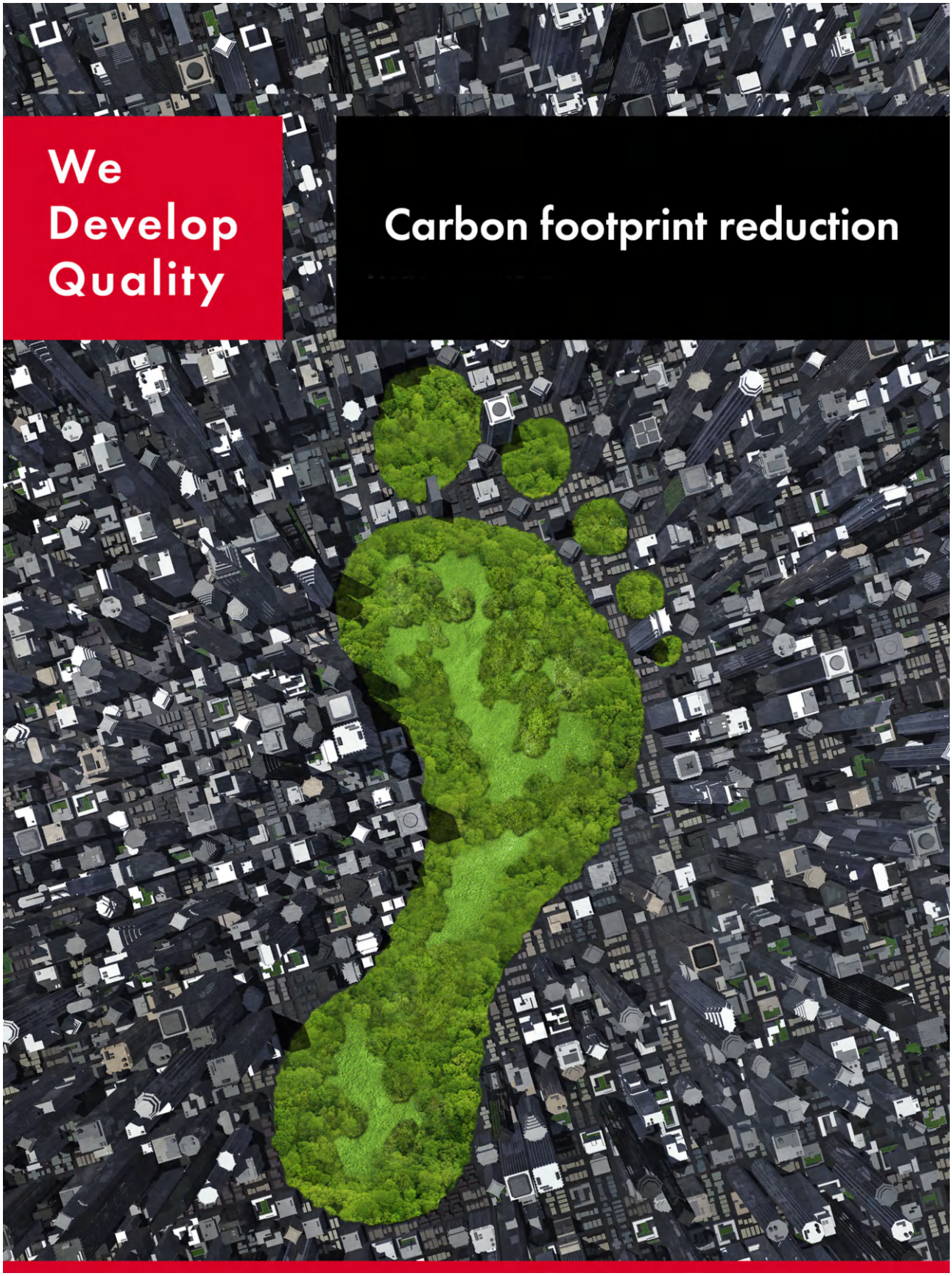
Within our focus area 'Urban Liveability' we have listed our efforts on renewable energy procurement, production and storage, supporting Europe's energy transition. This means moving away from fossil fuels to greater use of renewable energy, thereby reducing greenhouse gas emissions.

Our focus area 'Sustainable Mobility Solutions' demonstrates our ambition to play our part in Europe's mobility transition. Firstly, because 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 transport in or close by our PFs through 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.

Figure 1: CSR Plan




We
Develop
Quality
Carbon footprint reduction

ABOUT Q-PARK

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, we estimate that we rank among the top three players in terms of estimated off-street revenues in all the countries in which we operate.

Next to operating off-street parking facilities we 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;
  - a fully integrated cloud-based digital infrastructure.

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.

We have a strong portfolio of quality assets at prime locations, stable financial performance with proven resilience, and multiple levers for scalable value creation. We're highly predictable and have shown dependable revenue and reliable EBITDA growth over decades, together with accretive portfolio expansion.

Together with key parking and digital infrastructure features underpinning our business model and the continuing regulatory shift in favour of off-street parking, our business benefits from a high level of stable and recurring cash flows.

Trends

We expect to benefit from the following key trends:

- urbanisation – growing population driving demand for parking;
- mobility mix – personal car ownership and private journeys continue to grow;
- city as an experience – inner-city off-street parking ideally suited for longer stays;
- liveability – driving parking from on-street to off-street;
- growth of paid parking – parking operators are important partners in creating accessible city centres;
- digitalisation – off-street parking can offer seamless parking services such as pre-booking;
- energy transition – off-street parking facilities are ideally suited to offer EV charging and energy management at scale.

Purpose

Our purpose is to enhance urban liveability and connect communities by providing sustainable mobility solutions and seamless parking services.

Vision

Our vision is to be the most preferred sustainable mobility hub partner by 2030.

Strategy

Our strategies focus on value creation and are aligned with our purpose and vision. We have a disciplined and conservative approach to investment. We intend to drive sustainable growth and sustained business performance through revenue and portfolio growth.

To respond to external events and market trends our plans are founded on five strategic pillars:

- Scalable growth – in assets and at prime locations across the seven countries in which we operate.
- Operational excellence – with our digital platform PaSS, commercial reach and efficient remote solutions.
- Incremental value – EV charging points and sustainable mobility solutions at unique urban locations.
- Long-term value – with our CSR Programme and SMP Programme, including mobility hubs.
- Functional quality – supported by our data analytics, quality brand, compliance, Parking Hosts, mobility partners, real estate and ICT.

Value drivers

Our proven value drivers are:

- Off-street sustainable parking solutions as cities move towards more space for people.
- Smart parking tariffs differentiated according to car park profile and sales channel.
- Digital transformation with pre-booking, Q-Park app and third-party connections.
- Lean and mean operations and data-driven decision making.
- On-street parking management to assist cities with kerbside regulations.
- EV charging and energy management.
- Portfolio expansion.

By offering a substantial portfolio of parking facilities in urban areas throughout Western Europe, we contribute to city sustainable urban mobility plans (SUMPs) by balancing individual and societal needs.

If you want to learn more about us, please visit our website www.q-park.com.

QUALITY IN PARKING

Contribution to quality of life

Q-Park wants to increase its presence in cities with attractive market dynamics as the population in urban conurbations continues to grow. This growth affects the number of passenger cars and the demand for parking spaces. The drift towards urban areas coincides with the trend towards more environmentally-friendly cars and the challenges to keep cities liveable.

We work together with project developers and local authorities to create parking solutions that integrate in the mobility chain, limit impact on the environment and make room for people, and thus improve the quality of life for all stakeholders.

Innovation

Information technology is a true enabler for our future development and for implementing new and innovative services for landlords, partners and customers. Our proprietary platform and portals enable us to facilitate the customer's journey, in both the virtual and physical sense, from the comfort of their home to their final destination.

Our back-office operations run on a profound digital infrastructure which seamlessly integrates with our front office (websites, apps and parking facilities) where we interact with partners and customers. For example, to find parking solutions online, order a season ticket, pre-book a parking space, access and pay for parking based on automatic number plate recognition (ANPR), or open a pedestrian door with a QR code.

Figure 2: PaSS – Parking as a Smart Service

PASS®
PARKING AS A SMART SERVICE
Powered by Q-Park

We continue to install our proprietary **Parking as a Smart Service (PaSS)** platform in parking facilities throughout the seven countries in which we operate. This enables us to launch value propositions to public and private landlords, commercial partners, sustainable mobility providers and our customers.

Our employees

Q-Park recognises that our goals can be met only with the dedicated input of committed and well-trained employees who share our passion for quality and customer service. We continually invest in developing our people.

Our commercial partners

We serve millions of customers every year. With the cash flows we generate from this, we continue to invest in sustainable mobility solutions which add value for our public and private landlords, partners who offer mobility services, and for motorists.

Our activities

A large proportion of our revenue comes from single parking transactions, our short-term parking (STP) customers. Revenue is also generated from season ticket sales, our long-term parking (LTP) customers.

Our parking services mainly consist of providing parking spaces in purpose-built parking facilities or in off-street car parks. This can be parking behind barriers, by means of Pay & Display tickets, or via a parking service app. Through our country websites, we also offer customers the opportunity to pre-book parking spaces and order season tickets.

In addition, we offer services such as monitoring compliance to regulations applicable to parking on-street and on private property. We operate parking facilities for public and private landlords, and because of our scale, we do this efficiently and effectively.

REVIEW OF BUSINESS

General

The 2024 financial year demonstrated strong performance across multiple areas. Building on the momentum from late 2023, we achieved further growth, with underlying net revenues increasing by 13.3% and operating results before depreciation rising by 10.7%. This success was driven by our ongoing pricing initiatives, positive volume developments in our like-for-like business, and another record year in portfolio expansion, marked by four noticeable acquisitions.

The positive growth in our like-for-like business was driven by our digital strategy, which further boosted pre-booking revenues and the adoption of our Q-Park App, both enabled by our PaSS platform. With increases of 32% and 45%, respectively, 2024 set new records for revenues generated through our digital solutions.

Our EV Charging Programme drove a revenue increase of 57.9% compared to the previous financial year. Our parking facilities now feature around 6,800 charging points (2023: 4,100), with 4,700 owned and operated by us (2023: 3,000), reaffirming our commitment to supporting the energy transition.

On the cost side, inflationary pressures remained, driven primarily by Consumer Price Index-linked lease indexations and wage increases. However, the impact of these cost increases was more than offset by our proactive pricing strategies and higher volumes, as reflected in our overall strong performance.

On the shareholder front, we are pleased to announce the addition of two new investors to our existing group of ultimate shareholders. Pontegadea Inversiones ("Pontegadea") has acquired a 20% stake, while Interogo Holding ("Interogo"), through its infrastructure investment fund Inter Infrastructure Capital, has acquired an 18% stake in the company from existing shareholders. We welcome these new shareholders as long-term partners, whose commitment to sustainability and value creation aligns perfectly with Q-Park's strategic direction.

Significant portfolio developments

2024 was another outstanding year for portfolio development, marked by four strategic acquisitions and multiple new contract additions and renewals.

In April, we successfully acquired a company with a strategic concession contract in Metz, France, initially signed in 2023.

In June, we completed the acquisition of Britannia Parking Group Limited, a UK-based parking company with operations in multiple cities, further expanding our footprint in the UK.

In July, we strengthened our presence in Germany with the acquisition of Optimal Parken GmbH & Co. KG, adding seven locations in the North Rhine-Westphalia region.

Finally, in December, we completed the acquisition of the SAGS Group in France. This acquisition significantly enhances our presence across the entire off- and on-street parking value chain, particularly in the Auvergne-Rhône-Alpes region, where SAGS' alpine teams bring unique operational expertise, and in Île-de-France (Paris region).

Further to these acquisitions, we secured 12 new contracts and renewals to our portfolio in 2024:

- Netherlands: Three contract renewals and two new contracts. Two in Amsterdam and two in Rotterdam, further consolidating our presence in these key cities, along with a renewal in Dordrecht.
- France: Two new concession contracts in Neuilly-sur-Seine and Montigny, despite a setback in Marseille, where we lost a renewal tender.
- Germany: Expansion through two new lease agreements in Heidelberg and Cologne.
- United Kingdom: Strengthened our Manchester portfolio with the addition of The Grand, a new lease contract.

- Denmark: A successful lease renewal in Vesterport South in Copenhagen and the acquisition of a parking facility in Randers.

These strategic additions reinforce our commitment to growth and operational excellence, ensuring a stronger presence across key Western European markets.

Operationally, the seamless transition of the Amsterdam on-street management contract, effective 1 January 2024, ensured uninterrupted service for the city's residents. Additionally, the integration of the Park Rite acquisition in Ireland, finalised in August 2023, is progressing as planned.

Furthermore, in 2024, we initiated operations for 26 projects, expanding our portfolio to over 5,300 parking facilities (2023: 3,600) and increasing the number of parking spaces to over 1 million (2023: 706,000).

Revenue and operating result

The reported net revenue amounted to EUR 943.0 million (2023: EUR 831.1 million) with a reported operating result before depreciation, amortisation and impairments of EUR 302.0 million (2023: EUR 303.2 million).

These figures are not fully comparable as they are impacted by non-operating and incidental items and financial lease accounting for certain lease contracts. For comparison reasons the revenue and operating result have been adjusted for:

- other non-operating and incidental items;
- fixed lease expenses related to financial leasing which, based on Dutch GAAP, are recorded as interest expenses and repayment on financial lease debt;
- underlying constant exchange rate adjustments with respect to our UK and Danish operations to enhance the comparability of the financial figures.

The following tables show the comparable underlying net revenue and operating result before depreciation, amortisation and impairments.

Reported net revenue amounted to EUR 943.0 million versus EUR 831.1 million in 2023. On the one hand, the total revenue increase of EUR 111.9 million (or 13.5%) is driven by our pricing initiatives in combination with volume growth of our like-for-like business. On the other hand, portfolio growth following the recent acquisitions also contributed significantly to our revenue performance.

Like-for-like parking revenues were up 4.9% compared to 2023, driven by the like-for-like short-term parking revenues (STP) which were up 5.5% driven by pricing initiatives and a further volume increase. Like-for-like long-term parking revenues (LTP) increased by 3.4% versus 2023 primarily as a result of pricing.

(x EUR million)	2024	2023
Reported net revenue	943.0	831.1
Adjustments:		
Other non-operating and incidental items	-0.2	-2.5
Underlying constant exchange rate adjustments	-4.0	0.3
Underlying net revenue	**938.8**	**828.9**

(x EUR million)	2024	2023
Operating result before depreciation, amortisation and impairments	302.0	303.2
Adjustments:		
Other operating income	-	-
Other non-operating and incidental items	32.3	3.8
Adjustment of fixed lease amounts finance leases to operating result	-77.2	-75.1
Underlying constant exchange rate adjustments	-0.5	-0.1
Underlying operating result before depreciation, amortisation and impairments	**256.6**	**231.8**

The operating result before depreciation, amortisation and impairments reached EUR 302.0 million versus EUR 303.2 million in 2023. The decrease of EUR 1.2 million reflects the increase in reported net revenue, which was offset by movements in total costs, driven by incidental items.

The underlying operating result, before depreciation, amortisation, and impairments, was EUR 256.6 million, an increase of EUR 24.8 million (10.7%) compared to 2023. Adjusted non-operating and incidental items amounted to EUR 32.3 million, up from EUR 3.8 million in 2023. This normalisations in 2024 were largely driven by incidental costs related to the minority stake sale process (EUR 21.2 million), expenses associated with refinancing and acquisitions completed in 2024 (EUR 2.0 million) and shareholder management fees (EUR 5.3 million).

Reported lease expenses increased by EUR 20.4 million, primarily due to higher fixed lease expenses (EUR 6.8 million) as a result of contractual lease indexations in combination with new business additions (mainly Britannia). Variable lease expenses increased by EUR 13.6 million as a result of improved revenue performance in 2024 and the recent acquisitions, driven by Britannia and the full year impact of the 2023 Park Rite acquisition.

Reported operating expenses of parking facilities increased by EUR 25.1 million. The increase is largely driven by the acquisition of Britannia and the full year impact of the 2023 Park Rite acquisition in combination with the operational start of the Amsterdam on-street management contract. On a like-for-like basis these operating expenses showed an increase due to annual cost indexation in combination with a steeper increase of property taxes.

Reported wages and salaries, social security premiums and pensions increased by EUR 53.6 million. This increase is primarily due to significantly higher staff levels following the acquisitions of Park Rite, Britannia and City Parkeringsservice in combination with the new labour-intensive Amsterdam on-street management contract. There was also the impact of annual salary increases combined with the impact of a substantial rise in statutory minimum wages. Furthermore, the total wages and salary costs include other non-operating and incidental items related to the minority stake sale.

Other operating expenses increased by EUR 14.0 million compared to the same period in 2023. This increase is primarily due to the aforementioned additional non-operating and incidental items related to the 2024 refinancing transactions and minority stake sale process. Adjusted for these items, the other operating expenses were well under control and showed a modest increase mainly attributable to the recent acquisitions in combination with the impact of annual indexations.

Cash flow

In 2024, total cash flow amounted to EUR -2.0 million versus EUR -25.7 million in 2023. The improvement in total cash flow is predominantly driven by movements in the loan portfolio in combination with dividends and investments in acquisitions as described hereafter.

Cash flow from operating activities amounted to EUR 288.7 million versus EUR 287.1 million in 2023. The decrease in reported operating result before depreciation, amortisation and impairments is compensated by the net impact of positive movements in long-term receivables/payables and working capital, offset by increased corporate income tax paid.

Cash flow from investment activities amounted to EUR -234.3 million versus EUR -129.3 million in 2023. Investments in existing facilities amounted to EUR -84.3 million (2023: EUR -67.2 million). The increase in existing business capex was primarily driven by larger refurbishment projects and timing differences in regular maintenance. The acquisition and expansion investments amounted to EUR -150.0 million (2023: EUR -69.7 million) and are primarily driven by the aforementioned acquisitions. The disposals in 2023 of EUR 7.6 million related to a compensation payment received for investments in early-terminated contract in France.

Cash flow from financing activities came in at EUR -56.4 million (2023: EUR -183.5 million). The movement in financing cash flow is driven by movements in the loan portfolio. In 2024, two bond issuances were executed for an amount of EUR 980.0 million in total which is primarily used to repay EUR 915.0 million of outstanding bonds. The revolving credit facility (RCF) was drawn for EUR 130.0 million during the fourth quarter of 2024 and dividends were distributed to shareholders for EUR 110.0 million. The interest paid on loans and bank balances amounted EUR -50.7 million (2023: EUR -48.0 million) which was primarily driven by the impact of the higher interest rates on refinanced bonds. The interest and repayment component on financial lease obligations amounted to EUR -77.2 million versus EUR -75.1 million in 2023.

Financing

At year-end 2024, the Group financing agreements primarily consisted of senior secured notes of EUR 1,610 million and an RCF of EUR 270 million. The bonds are listed on The International Stock Exchange (TISE) in Guernsey and comprise of four tranches:

- EUR 630 million senior secured fixed rate notes due in 2027 with an interest rate of 2.0%.
- EUR 430 million senior secured fixed rate notes due in 2029 with an interest rate of 5.125%.
- EUR 550 million senior secured fixed rate notes due in 2030 with an interest rate of 5.125%.

At year-end 2024, the total outstanding loans with credit institutions amounted to EUR 239.6 million and included the drawn part of the RCF of EUR 130.0 million and a corporate bank loan of EUR 30.0 million. The remaining amount of EUR 79.6 million relates to bilateral loan facilities in primarily France, Denmark and Ireland.

The total net debt position excluding restricted cash and the shareholder loan at year-end 2024 was EUR 1,737.1 million versus EUR 1,494.4 million at year-end 2023. The total financial expenses on bonds and loans amounted to EUR -64.5 million (2023 EUR -50.1 million), resulting in an average interest percentage on loans of 3.8% which is higher compared to 2023 (3.1%) as a result of increased interest rates on recently refinanced bonds.

Following changes in the Dutch fiscal unity structure the outstanding amount of the shareholder loan including accrued interest is cancelled in full without any payment. After the cancellation no further shareholder loan remains (year-end 2023: EUR 52.7 million).

Taxation

As the Group is present in seven Western European countries, it is subject to different tax regimes. The total tax expense in 2024 amounted to EUR -21.6 million representing an average tax rate on the result for the year of 96% (2023: EUR 11.6 million and 52%). This average tax rate is impacted by the effect of permanent differences related to goodwill amortisation, non-deductible interest expenses and other non-deductible costs. Furthermore, the tax pressure is affected by incidental items with an impact of EUR -1.7 million (2023: EUR 26.0 million). The higher incidental items in 2023 primarily resulted from tax rate changes in the United Kingdom in combination with the recognition of the full amount of deferred tax losses in also the United Kingdom following the strong recovery of results and anticipated further utilisation of these losses in the coming years. Excluding the effect of incidental items and permanent differences, the effective tax rate for 2024 would be approximately 26%, which is in line with the average of the applicable tax rates of the countries in which we operate.

REVIEW OF SUSTAINABLE DEVELOPMENT

Part 1

Q-Park has always had a strong sense of sustainability and social responsibility and this is embedded in everything we do. We developed our first CSR Strategy more than 15 years ago. From its inception, our CSR Strategy has underpinned major management decisions, new projects and engagements with the communities in which we operate.

CSR Strategic Framework

In 2023 we developed a forward-looking CSR Strategic Framework including a double materiality analysis from which we defined key sustainability matters, our ambition and three focus areas. We refer to this initial start as Part 1.

Our forward-looking CSR Strategic Framework:

- Is based on five guiding principles which:
  - meet the needs of today's society without compromising those of future generations;
  - align with our purpose, vision, ambitions and activities;
  - evolve over time to take us closer to our desired results;
  - engage our stakeholders to share goals and clarify efforts;
  - prioritise our activities that most significantly benefit the environment and society.
- Encompasses actual requirements of the EU Green Deal, the CSRD and the European Sustainable Reporting Standards (ESRS).
- Ensures we are properly prepared to disclose the necessary non-financial information.
- Guides us as we work with partners and stakeholders to contribute to urban liveability.

Focus areas

By integrating our purpose and vision with our double materiality analysis, we have three focus areas with their qualitative ambitions:

- Urban liveability – Supporting urban liveability by reducing GHG emissions, increasing renewable energy consumption, and also smart renovation and maintenance activities.
- Sustainable mobility solutions – Connecting communities with our ecosystem of sustainable mobility solutions.
- Seamless parking services – Enhancing seamless parking with our digital access and payment services.

Part 2

As EFRAG (European Financial Reporting Advisory Group) updated its guidance on double materiality at the end 2023, we revised certain steps of our double materiality process. We refer to this revision as Part 2 of our Double Materiality Assessment (DMA). In Part 2, we developed a Value Chain Map and an Impact, Risk & Opportunity (IRO) register based on EFRAG guidance. Additionally, we determined materiality based on an IRO-level perspective.

Value chain mapping

Part of the assessment in Part 2 was to understand our value chain and how our chosen sustainability matters impact this chain. The exercise gave us a visual representation of our operational landscape, highlighting our operations, and upstream and downstream activities.

IRO register

We compiled the IRO register using multiple sources, including insights from interviews, business review analysis, sustainability experts and double materiality assessments.

Each individual IRO was scored based on parameters. On completion, we set a threshold to determine the material IROs and, consequently, the sustainability matters to focus on.

Sustainability matters

The five key sustainability matters identified are:

- Mobility transition and Liveability
- Energy
- Digitalisation and innovation
- Renovation and maintenance
- Climate change mitigation

For these sustainability matters we are developing policies and roadmaps, together with KPIs (key performance indicators) and targets, performance management and internal controls.

Diversity

Diversity policy and reporting

When selecting new members of the Management Board or other key management positions, we aim to appoint the most suitable person. In this, we consider the balance between relevant experience, theoretical background, gender and age.

At the end of December 2024, the Management Board consisted of four members, two males and two females.

Key management is defined as other formal registered directors within the Group. This group consists of ten persons, eight males and two females, all with permanent employment contracts. The target is to increase the number of females to at least one third by adding another female once a position becomes available and a suitable candidate is found.

Key results summary

In 2024 we made some significant additions to our portfolio. We have been able to include most of these expansions in our reporting, except the SAGS acquisition which was completed in December 2024.

Mobility transition and liveability services include transforming search traffic into destination traffic and is enhanced with 510 parking facilities (PFs) offering online pre-booking (2023: 506).

We also support the electrification of the car fleet in western Europe by significantly increasing the number of EV charging points (EV CPs) installed in our PFs. We now have:

- 261 PFs offering EV charging (2023: 249);
- 6,854 EV CPs (2023: 4,114), an increase of 67%.

In 2024 we facilitated 77.7 million zero-emission kilometres (2023: 48.6) a 60% increase.

Chart 1: Parking facilities offering EV charging

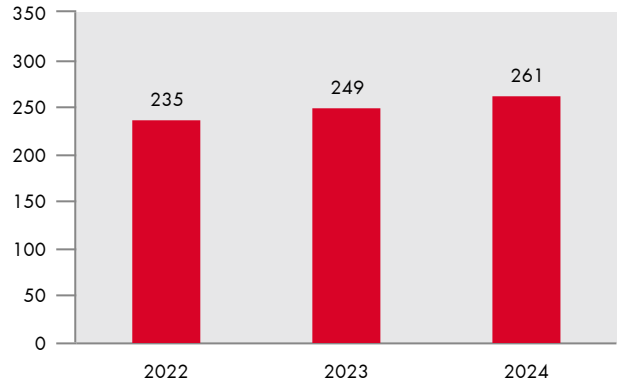
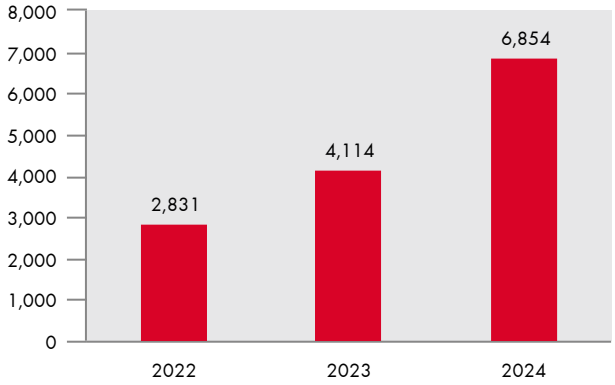


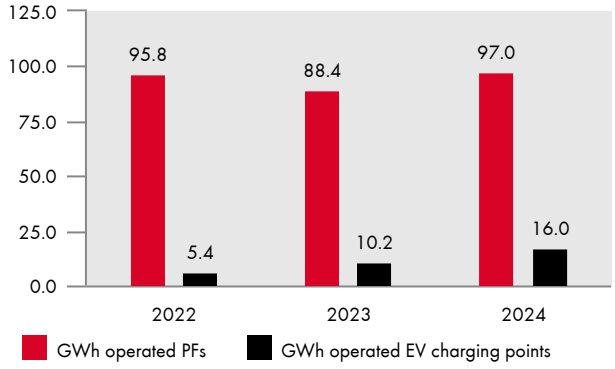
Chart 2: Total EV charging points



The **total energy consumed** in our operated parking facilities (PFs) amounted to 97.0 GWh compared to 88.4 GWh in 2023, an increase of 10%. This rise in energy consumption can be attributed to the rise in operated PFs.

This total excludes the energy consumed by the 4,708 EV charging points we operate: 16.0 GWh in 2024 versus 10.2 GWh in 2023, an increase of 57%. This rise in energy consumption by EV charging points can be attributed to increase of operated EV charging points in our portfolio and the upsurge in EV charging point usage by our customers.

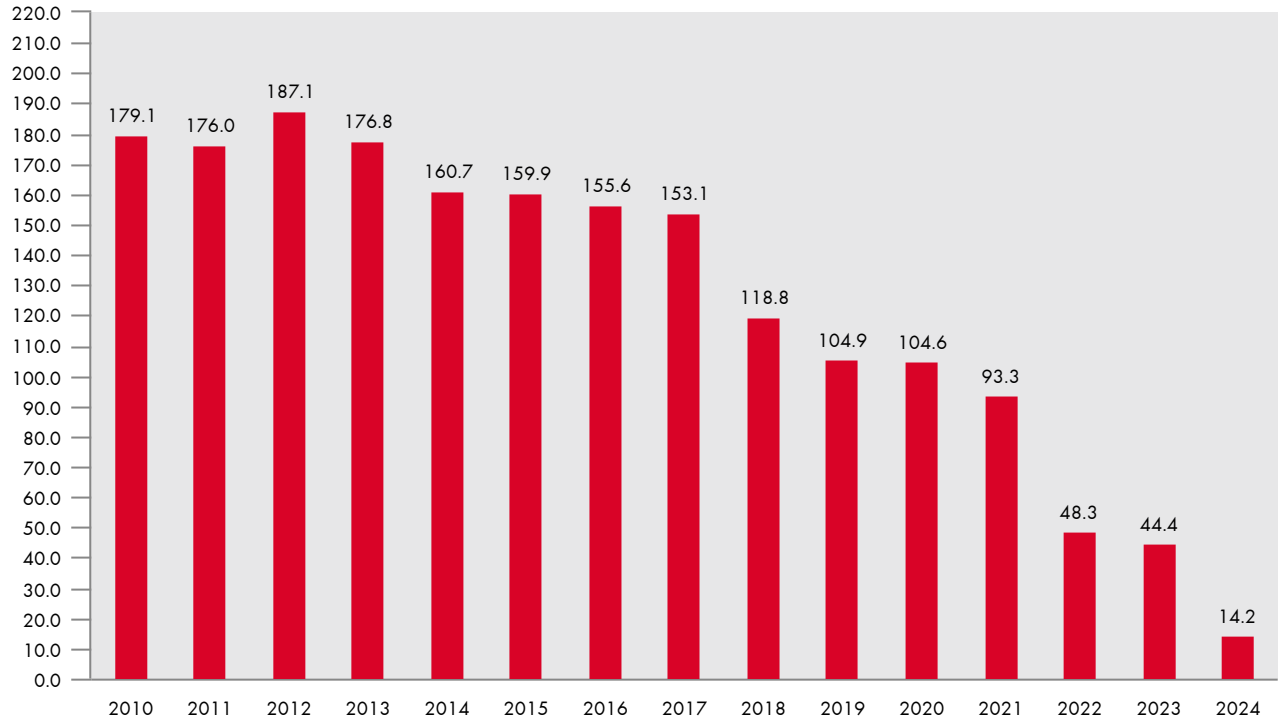
Chart 3: GWh consumed by operated PFs and EVs



The carbon footprint per operated parking space is much lower compared to 2023.

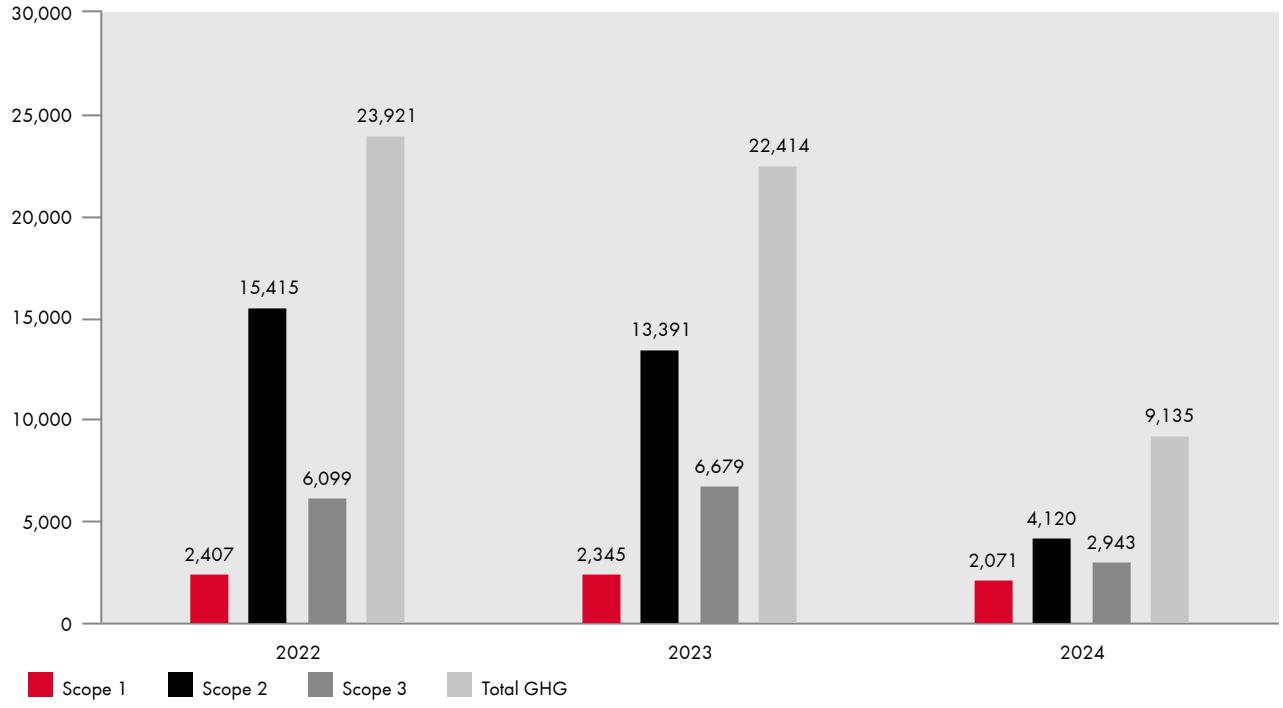
- In 2024, we calculated the average kg CO_2 per parking space to be 14.2 (2023: 44.4), a reduction of 68%. This is thanks to the efforts we've made by sourcing on average 74% (2023: 26%) renewable electricity for parking facilities and EV charging points. To ensure a meaningful comparison with 2023, we have recalculated the emissions for that year using the latest available emission factors.
- Since we started measuring our emissions in 2010, we have achieved a 92% reduction in our carbon footprint per parking space.

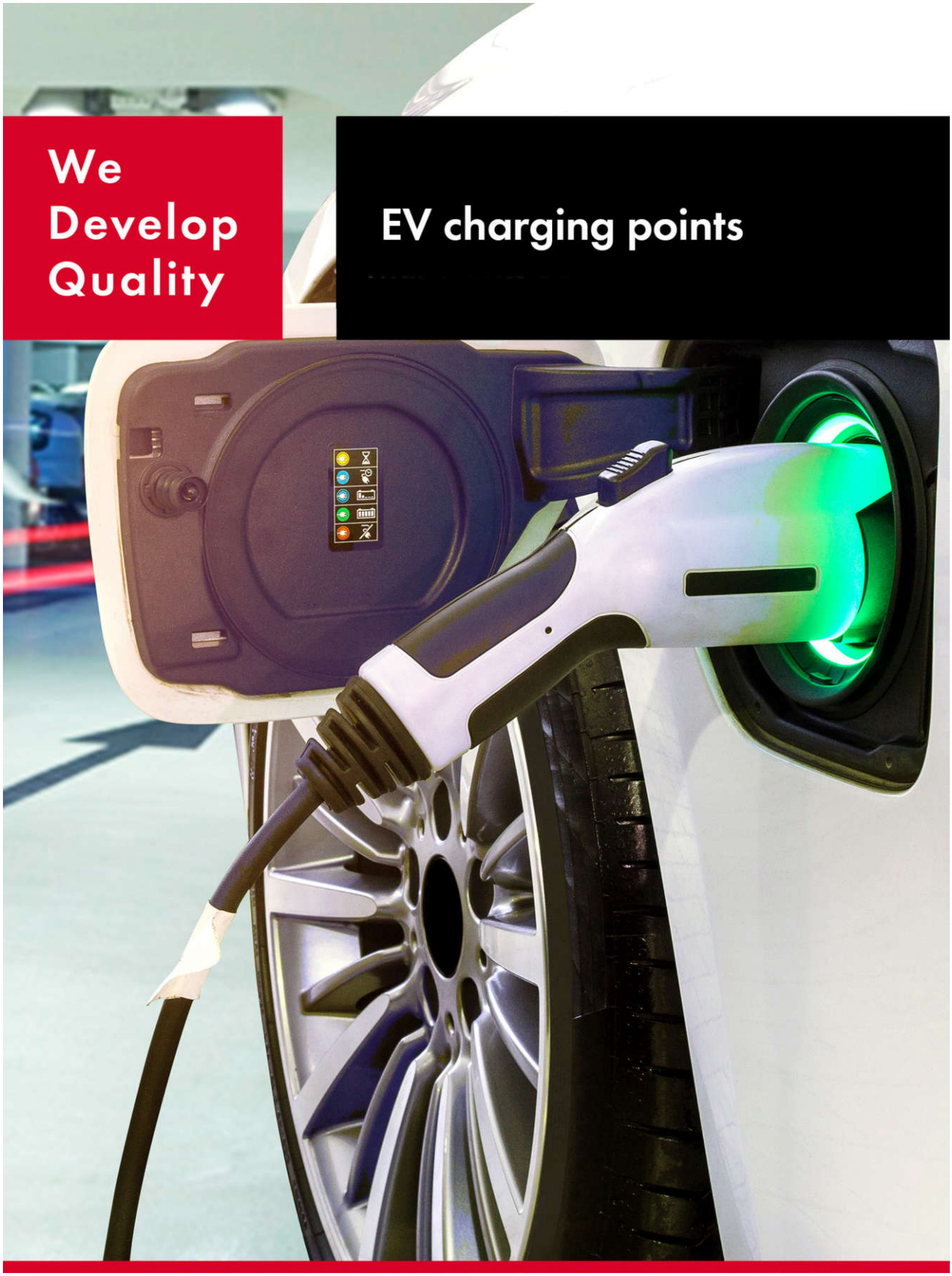
Chart 4: Average CO_2 footprint (kg CO_2) per parking space (market based as of 2020)



The following chart shows the greenhouse gas emissions (GHG) per Scope, and the total GHG emissions in tons CO_2. The considerable reductions in Scopes 2 and 3 (market based) are thanks to Q-Park Netherlands sourcing all its electricity from renewable sources and Q-Park France increasing its percentage of renewable energy from 25% to 50%.

Chart 5: Total greenhouse gas emissions (GHG) in tons CO_2 – market based




We
Develop
Quality
EV charging points

REVIEW OF ACTIVITIES

St Antonius Hospital

On Sunday evening 26 May 2024, the ramps of the Q-Park St. Antonius Hospital car park in Nieuwegein, the Netherlands, collapsed. After intensive investigation with search dogs and drones in the parking facility, it was quickly determined that there were no casualties, and the Dutch Safety Board (OVV) started an exploratory investigation into the cause of the incident.

Quick support for motorists

Most of the cars trapped in the car park belonged to hospital staff, who needed their cars to travel to and from work. Q-Park (operator), Primevest (owner) and the Hospital arranged replacement vehicles for the 143 cars trapped in the car park.

To minimise inconvenience for patients and visitors, alternative parking at nearby car parks as well as shuttle buses to and from the hospital were arranged.

About three weeks after the incident, the first cars were removed from the car park. These had been parked on the ground floor in an area that had been declared safe.

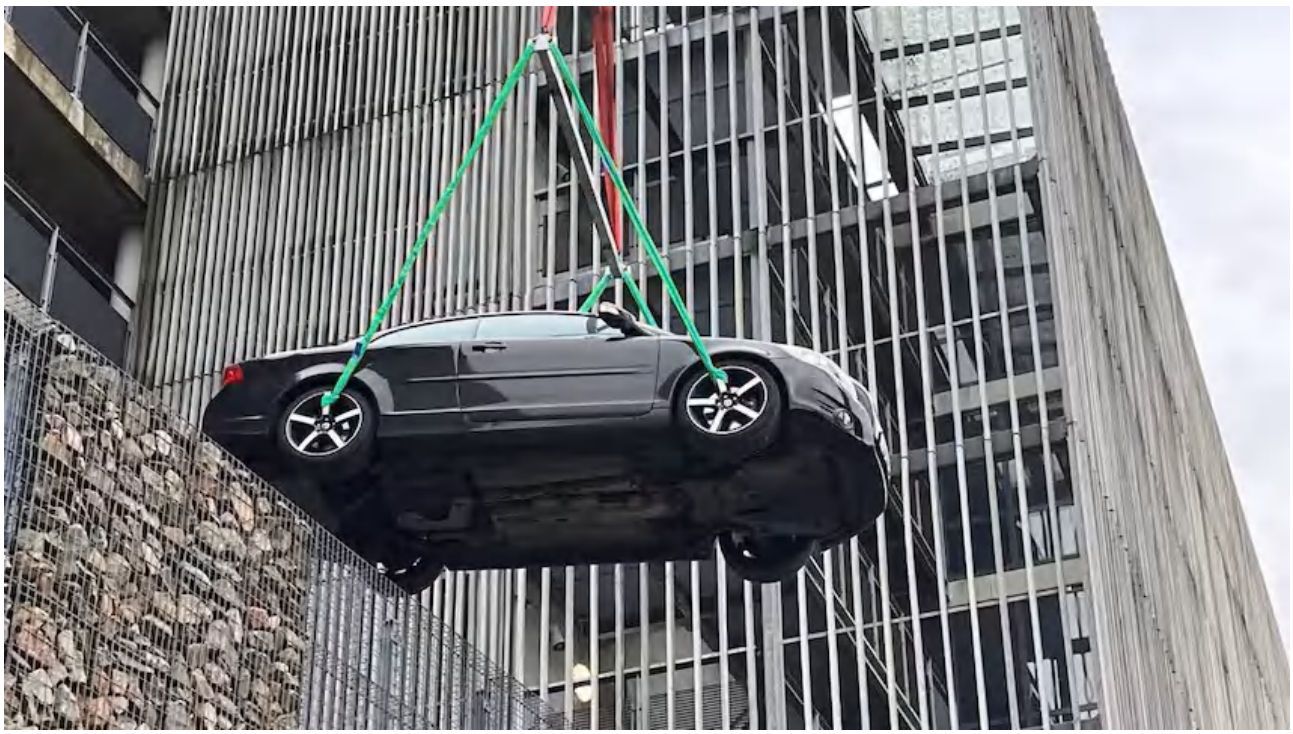
About eight weeks after the incident, salvage workers hoisted more than 120 cars from the upper parking decks of the hospital car park that had been declared safe.

A few cars remained trapped in the structure as these were parked near the collapsed ramps and covered in debris.

All parties involved are diligently conducting their research and demolition plans, ensuring that the next steps are executed safely and responsibly, prioritising the well-being of people, the building, and its surroundings.

The car park remains closed till further notice.

Figure 3: Cars being hoisted from the car park



Awards

Q-Park's commitment to quality and innovation continues to shine. In 2024, Q-Park UK, Q-Park Ireland and Q-Park Netherlands were nominated for and/or received various awards.

Awards won

Q-Park UK: Smart Parking Award

CiTTI, the City Transport & Traffic Innovation Magazine, awarded their 2024 Facilities and Infrastructure Smart Parking Award to Q-Park UK.

The award recognises and celebrates innovation and ongoing efforts by public and private sector organisations in facilitating safe, efficient and environmentally-friendly transport of people, goods and materials through urban environments in the UK.

The Smart Parking category recognises intelligent approaches to planning and managing parking, as well as advances in systems used to manage parking. This includes 'joined-up' or lateral thinking which delivers solutions for on-street and off-street needs, as well as innovations in hardware, devices or wider systems that enhance parking management efficiency and customer experience.

Q-Park was nominated for the award for PaSS, its Parking as a Smart Service automatic number plate recognition (ANPR) system. PaSS is an evolutionary innovation which combines ANPR technology with digital payment solutions, a Quick Response code (QR code), Q-Park's proprietary Back-Office Calculation (BOC) and Parking Management Systems (PMSs) at car park access and exit points.

Q-Park NL: Dutch Shopping Award

Q-Park Netherlands received the Dutch Shopping Award prize for its digital transformation of parking. These Shopping Awards are the most important awards for retail and e-commerce in the Netherlands. In selecting Q-Park, the jury of professionals commended the organisation saying: "The winner has been bold to do things completely differently."

Figure 4: Dutch team wins Shopping Award



Q-Park won the award for its digital transformation of the traditional parking world. Q-Park started developing its innovative parking management technology: 'Parking as a Smart Service', also known as PaSS in 2018.

The platform uses existing hardware in the parking facilities, such as entry and exit barriers. The innovation includes ANPR and smart software which manages access, charging and reporting in Q-Park's proprietary cloud environment. This platform enables a uniform customer journey in the Netherlands and throughout Europe.

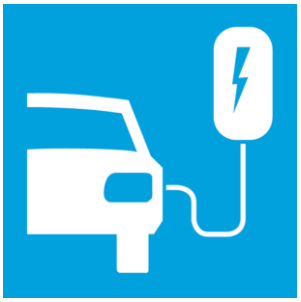
Award nominations

Q-Park IE: Electric Vehicle Awards

Q-Park IE was nominated for two Electric Vehicle Awards for exceptional achievements in the electric vehicle industry in Ireland.

- **Charging Point Operator of the Year** for exceptional service to customers and fleet owners for private and public destination and workplace charging.
- **Best Destination or Services Charging Offering** Award for publicly accessible EV charging points, at public car parks, service stations and hospitality venues.

Q-Park UK: Chelmsford BID Business Awards



Q-Park UK was nominated in the **Professional Service of the Year** category at the Chelmsford BID Business Awards. Since Q-Park UK took over management of the Chelmsford **Meadows car park**, it has implemented many improvements including 8 EV charging points and PaSS.

Q-Park UK: British Parking Awards

Q-Park UK was nominated for the **Parking Operator of the Year** award in the '**Outstanding Car Park Operator**' category for creating a positive experience for motorists, including easy-to-understand, non-confrontational and person-centric services.

Student award

The **Q-Park Student Award** is organised by the Erasmus University Rotterdam and Q-Park, and is open to students from European colleges and universities. The theme for this tenth edition was **Mobility transition for communities.**

Keynote speakers focus on mobility transition

The first speaker **Rogier André de la Porte**, Director of City Development (Municipality of Rotterdam), discussed Rotterdam's biggest challenge: maintaining mobility in the urban area while building some 50 thousand homes before 2040.

The second speaker **Raymond Gense**, Director PON Mobility explained how PON started as a family-owned company and is now operating on a global scale with the motto: *We move you to a better world*. PON has no shortage of innovative mobility ideas and has established many shared mobility services.

Winning students present their work

Giuliano Mingardo, senior researcher at Erasmus University Rotterdam and specialised in parking policy and mobility management, introduced the students and praised the high scientific standard of their research.

The winners presented their work:

- Agata Oskroba, Maastricht University: Parking demand prediction – time series forecast for season ticket and pre-booking customers with event-correction framework.
- Evi Rombouts, University of Antwerp: Finding suitable drop zone locations for free-floating forms of micromobility.
- Laura Drechsel, TU Delft: Stories of aging and access – Exploring capabilities and challenges of accessibility for urban elderly through microstories.

A summary of these three theses and the winning theses from previous years are available on the Q-Park Student Award website.

Q-Park Frontenpark

In a seven-month building project completed in June 2024, Q-Park Frontenpark gained a temporary and recyclable multi-storey car park and became a **mobility hub**. Q-Park Frontenpark is now Maastricht's largest parking location.

- Strategically located at the edge of the city
- 1,308 parking spaces
- Approx. 600 in the new multi-storey structure
- 6 EV charging points

Maastricht municipality wanted to temporarily expand parking capacity in the area while developments continue to rejuvenate the neighbourhood. These will include building housing on a nearby open-air car park.

This mobility hub contributes to Maastricht's zero-emission zone and plans for selective motorised accessibility to the city centre. For businesses this includes urban logistics services, and for customers, buses stop near the car park entrance and also shared bicycles are available.

Sustainable design considerations

Sustainability has been a key consideration in this project. The temporary multi-storey structure was built using prefabricated steel frames. The open structure 3D-printed cladding provides natural ventilation. At the end of its life cycle, the steel structure can be easily dismantled and the materials be reused or recycled.

Figure 5: Assembling the prefabricated elements



As the grid capacity available is insufficient to power the parking facility's lighting, ventilation, and equipment systems as well as EV charging points, a creative energy management system has been installed with sufficient energy for all needs. This includes:

- 200 solar panels on the rooftop
- 60 kW battery storage
- Energy management system to optimise power use
- Smart lighting with sensors
- EV charging infrastructure prepared for future expansion

Figure 6: 3D printed facade and EV charging points



Figure 7: Solar-panel carport on the upper deck



Energy portfolio management

Supporting the energy and mobility transition

With many parking facilities at strategic urban locations, Q-Park plays an important role in facilitating EV charging for customers with electric vehicles. Our EV charging infrastructure supports the mobility transition, encouraging sustainable transport.

Parking and charging are a great match. With increasing numbers of battery electric vehicles (BEV) and plug-in hybrid electric vehicles (PHEV) in car fleets, demand for charging infrastructure continues to grow.

EV charging

In 2024, we continued to expand the number of EV charging points we provide in our parking facilities. We have made good progress in the past three years:

- more parking facilities provide EV charging points;
- more charging points installed and operated by us;
- More zero-emission kilometres enabled.

Table 1: EV charging points

	2022	2023	2024
PFs offering EV charging points	235	249	261
Total EV charging points	2,831	4,114	6,854
Operated EV charging points	1,664	2,996	4,708
Zero-emission kms enabled (millions)	43.00	48.50	77.70

Proof of concepts

LED lighting

From 2013 to 2019 we carried out a far-reaching LED transformation project. The primary objectives were to reduce energy consumption, reduce energy costs, and decrease our carbon footprint.

At the time, we upgraded the lighting systems in more than 300 parking facilities, selection based on the business case per location. As part of our maintenance responsibilities and our obligations under the EU Energy Performance of Buildings Directive (EPBD), we continue to replace inefficient lighting systems with LED lighting with smart management throughout our portfolio.

Solar power and battery storage

Across our portfolio, we have identified over a hundred parking facilities with exposed rooftops which are potentially suitable for solar and/or wind power generation. In the medium-term, we will develop several pilots to expand our knowledge and gain further experience.

Energy procurement: balancing supply and demand

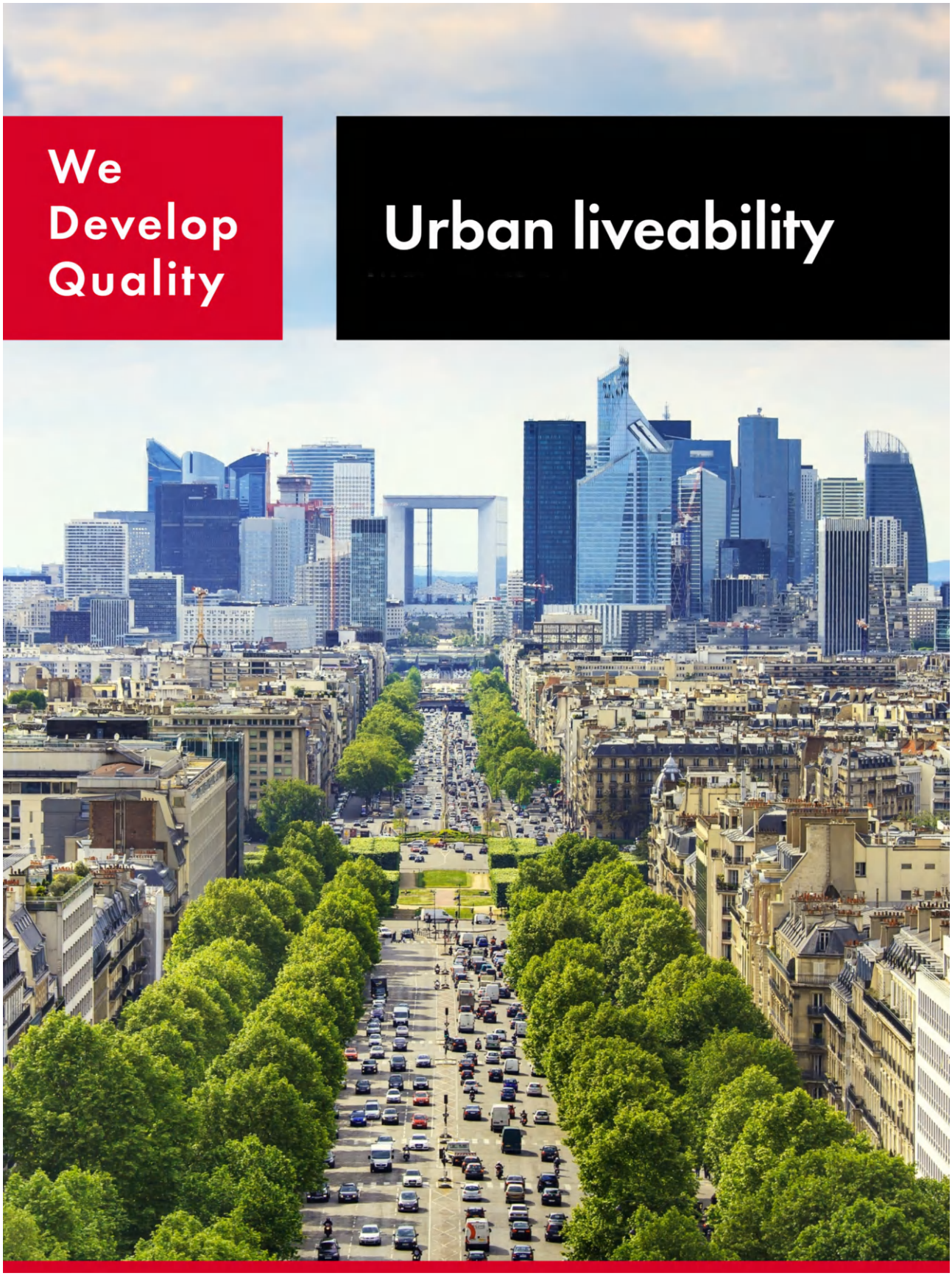
We are defining an energy procurement strategy with a focus on:

- developing guidelines for pricing and energy supply contracts;
- embedding monitoring the energy market centrally.

Grip-on-Grid

To provide even more EV charging points in our parking facilities we need to upgrade our electricity supply. This can be complex and time-consuming, so we are developing a standard approach with action plans per geographical area under the name ‘Grip-on-Grid’.

More information about our energy portfolio management, please refer to our online showcase.


We
Develop
Quality
Urban liveability

SMP Programme

With our Sustainable Mobility Partnership (SMP) Programme, we aim to be part of the European Mobility Transition. We help cities implement their sustainable urban mobility plans (SUMPs) and address transport and mobility related challenges such as congestion, air and noise pollution, climate change, alternatives to fossil fuels, urban expansion and decreasing public budgets.

Together with our mobility partners, whether they are public or private, we seek to increase sustainable urban mobility. We help cities use off-street available space for parking and charging all kinds of vehicles so they can open up public space for people playing, walking and cycling.

Sustainable mobility planning for the wider urban area involves focusing on communities, liveability and on individuals' mobility needs rather than accommodating traffic. And as the need for sustainable mobility increases, the focus is shifting:

- from cars to people (space & parks);
- from cars to active mobility (walking & cycling);
- from owned to shared (car sharing & public transport);
- from fossil fuels to zero-emission transport (EV cars & EV urban logistics).

Mobility Hub – more than a car park

A key aspect of Q-Park's strategy, symbolising its role as a Sustainable Mobility Partner, is the mobility hub. This is a parking facility which integrates a range of features and services, including parking, charging, booking and sharing.

Q-Park Mobility Hubs are one of the most important pillars of the SMP strategy. As well as offering parking, a mobility hub connects travellers with sustainable mobility partners who offer alternative ways of getting around the city. These might include public transport, car and bicycle sharing options (including rental), secure bicycle parking, charging stations for electric cars and bicycles, and bicycle lockers for e-bike batteries.

Our mobility hubs offer urban solutions for accessibility and liveability:

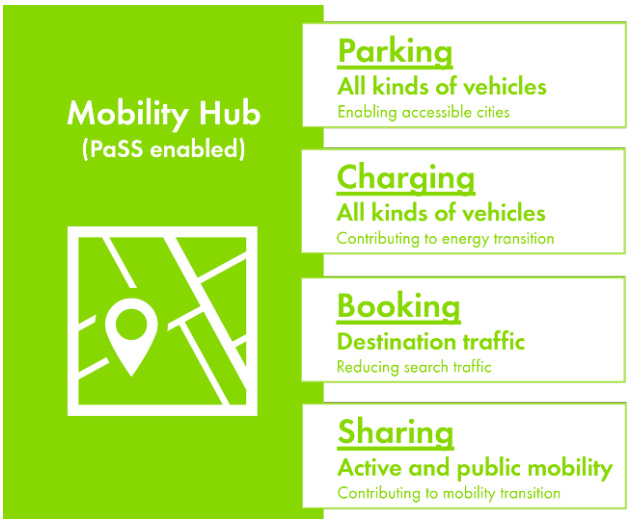
- enabling passenger cars, scooters and bicycles to **park** off-street;
- enabling electric vehicles (cars and bicycles) to **charge** off-street;
- transforming search traffic to destination traffic with **pre-book** options;
- embracing mobility and micro-mobility providers offering **sharing** concepts in our assets.

Last but not least, with our mobility hubs we facilitate urban logistics services and kerbside management optimisation.

Q-Park PaSS

Q-Park Mobility Hubs are of course connected to our digital platform Q-Park PaSS (Parking as a Smart Service). PaSS enables seamless parking services with digital access and automatic payment. It also offers access to any customer with a pre-booking, parking or payment app within our ecosystem. Their number plate is the key to our parking facilities.

Figure 8: Mobility Hub – pillar of the SMP strategy



Mobility Hub house style

In 2024, our Real Estate colleagues developed the Q-Park Mobility Hub house style and implemented it in several Q-Park Mobility Hubs. The clear signage ensures our mobility hubs are easily recognisable for motorists, cyclists, pedestrians, local authorities and mobility partners.

Figure 9: Mobility Hub – signage example for motorists



Figure 10: Easy to recognise for motorists



Figure 11: Easy to recognise for pedestrians



FUTURE OUTLOOK

Economic forecast

Growth in the EU is expected to reach 1.5% in 2025, as consumption is shifting up a gear and investment is set to rebound from the contraction of 2024. In 2026, economic activity is projected to expand by 1.8%, on the back of continued expansion of demand.

Growth in the euro area is set to follow similar dynamics and attain 1.3% in 2025 and 1.6% in 2026. Headline inflation in the euro area is easing gradually to 2.1% in 2025 and 1.9% in 2026. In the EU, the disinflation process is set to continue easing to 2.4% in 2025 and 2.0% in 2026.

Energy inflation is projected to only make a negligible contribution to headline inflation, despite a slight increase in 2026. Price pressures in non-energy goods are set to moderate further with inflation of food and non-energy industrial goods stabilising around historical averages by the end of the forecast horizon. Importantly, the strong inflationary pressures in services are set to remain high until early 2025 and start moderating thereafter, driven by slowing wage growth and a projected rise in productivity.

The unemployment rate is projected to edge down further, reaching 5.9% in the EU and 6.3% in the euro area in 2026. Wage growth in the EU is set to slow down markedly to 3.5% and 3% in 2025 and 2026 respectively. Still, wage growth will be sufficiently above inflation to allow full recoup of real wages by next year in the EU and the following year in the euro area.

As inflation continues to ease, household real disposable income is set to grow further in both 2025 and 2026. With strong balance sheets, abating incentives to save and improving credit conditions, households are projected to gradually lower their saving rate, to 14% in 2026. Consumption growth is therefore projected to accelerate throughout the forecast horizon.

Strong corporate balance sheets, recovering profits, improving credit conditions and the impulse of the Recovery and Resilience Facility (RRF) set the stage for a robust rebound of investment. After contracting this year, investment is projected to expand in 2025 and further accelerate in 2026.

However, the EU's economic outlook remains highly uncertain, with risks largely tilted to the downside. Russia's protracted war of aggression against Ukraine and the intensified conflict in the Middle East fuel geopolitical risks and continued vulnerability of European energy security. A further increase in protectionist measures by trading partners could weigh on global trade, with negative impact on the EU's highly open economy.

Finally, the recent floods in Spain illustrate once again the dramatic consequences that the increasing frequency and scope of natural hazards can have not only for the people affected and their habitat, but also for the economy.

(Source: Economy & Finance European Commission, Autumn 2024 Economic Forecast)

Despite aforementioned macro-economic developments and potential environmental risks, we do not expect the short-term uncertainties to significantly impact the overall performance of our parking business. We will continue rolling out our strategic agenda and portfolio expansion as planned.

CSRD compliance

In his report on 'The Future of European Competitiveness', Mario Draghi emphasised the need for Europe to create a regulatory landscape which facilitates competitiveness and resilience, drawing attention to burden and compliance costs created by the Corporate Sustainability Reporting Directive (CSRD) and the Corporate Sustainability Due Diligence Directive (CSDDD).

EU Heads of State and Government called for 'a simplification revolution, ensuring a clear, simple and smart regulatory framework for businesses and drastically reducing administrative, regulatory and

reporting burdens'. They called on the EU Commission to make concrete proposals to reduce reporting requirements by at least 25 % in the first half of 2025.

The Commission confirmed that it would propose a first 'Simplification Omnibus package' which would include far-reaching simplification in the fields of sustainable finance reporting, sustainability due diligence and taxonomy.

Prior to the publication of this report, the Omnibus proposal was published on 26 February 2025. This contains provisions to simplify and streamline the regulatory framework with a view to reducing the burden on undertakings resulting from the CSRD and CSDDD without undermining the policy objectives of either piece of legislation and to ensure more cost-effective delivery of the overall ambition of the European Green Deal related to a green and just transition.

In parallel to this proposal, the Commission submitted a separate legislative proposal to postpone the entry into application.

Within the Omnibus proposal, Q-Park remains subject to mandatory sustainability reporting requirements as we meet three out of three thresholds (over 1,000 employees, revenue over EUR 50 million and a balance sheet above EUR 25 million). There are proposed changes however, which have an effect on us:

- Revision of the first set of European Sustainability Reporting Standards (ESRS).
- Reducing the number of mandatory datapoints.
- Clear instructions on how to apply the materiality principle, reporting on material information only.
- Two-year postponement i.e. Q-Park Annual Report 2027 to be CSRD compliant.

To ensure readiness and compliance with regulatory developments, we are focusing on:

- Proceeding with our CSR Strategic Framework, detailing its material topics, ambitions, focus areas and roadmaps.
- Closing the gaps identified in our gap analysis by developing appropriate governance statements and policies.
- Defining key performance indicators (KPIs) and setting targets.
- Auditable performance management including data point dictionaries, and non-financial reporting manuals.

Q-Park management agenda

Q-Park will continue to leverage its competitive advantages with technological leadership, a strong brand, diversified portfolio with local scale and predictable long-term cash flows in combination with the ability to embrace and adapt to a constantly changing world. We serve a dynamic economy with our sustainable mobility solutions and seamless parking services. For our partners and customers.

- With our Sustainable Mobility Partnership (SMP) Programme, we support urban mobility plans with an increasing number of mobility hubs and access to public transport and micromobility services;
- With our EV (electric vehicle) Charging Programme, we significantly increase the number of EV charging points to serve the growing EV fleet;
- With investments in our Parking as a Smart Service (PaSS) platform, we digitise parking services to create a seamless and efficient experience for customers and mobility partners. This involves implementing advanced technologies that facilitate easy and secure parking and payment transactions;
- With the integration of artificial intelligence (AI) powered camera surveillance systems, we aim to enhance health and safety measures across our owned and operated parking facilities;
- With investments in our information security programme, addressing 'people', 'process' and 'technology' dimensions, we enhance our information security maturity with a focus on proactive end-to-end security. We prioritise,

amongst others, security monitoring and containment of security incidents.

We are confident we will be able to meet internal and external future obligations as we continue to move ahead with our focused strategy, maintain a robust liquidity position and disciplined capital allocation aimed at driving long-term growth and value for all stakeholders and society at large.

We aim to be an employer of choice with an open inclusive culture, a place where talents from around the world can thrive. We do not expect any major fluctuations in employee numbers in the near future.

Short and medium-term plans

We continue to keep an eye on potential expansion opportunities in the parking market and are working on plans that support our business today and tomorrow. Our plans consist of:

- engaging with public and private landlords to develop new opportunities and to increase the value of existing parking assets;
- increasing Sustainable Mobility Partnerships to support cities in achieving their mobility plans;
- growing our EV charging infrastructure at strategic locations with selected charging point operators;
- continuing to invest in our digital innovations which support our commercial roadmap;
- Adding bolt-on mergers and acquisitions.

Financing

In the coming years, the fixed rated notes maturing in 2027 will be up for refinancing. Refinancing discussions will be initiated timely and based on market conditions, liquidity needs and financial results. Furthermore, we will analyse optimisation of the balance sheet between available cash and debt funds.

Development

We continue to invest in parking facilities, equipment, installations, and ICT, maintaining and extending our high standards of quality and innovation.

Employees

We expect stable employee retention, with no significant fluctuations expected in our workforce. This stability ensures continuity in our operations and maintains high performance standards. This stability positions us well for future growth and expansion, reinforcing our commitment to excellence.

RESULTS

PERFORMANCE HIGHLIGHTS

	2022	2023	2024
Portfolio information			
Total Parking Facilities (PFs)	3,460	3,616	5,374
Operational portfolio	821	768	786
Management portfolio	286	310	941
Control fee portfolio	2,353	2,538	3,647
Total Parking Spaces (PSs)	677,979	706,223	1,038,852
Operational portfolio	346,455	347,518	346,085
Management portfolio	221,901	230,689	514,909
Control fee portfolio	109,623	128,016	177,858
Financial information			
Reported net revenue (x EUR million)	729.1	831.1	943.0
Reported operating result (x EUR million)	265.4	303.2	302.0
Cash balance (x EUR million)	131.0	105.2	103.8
Total capital investment (x EUR million)	107.1	129.3	239.2
Net revenue from parking activities (x EUR million)	649.6	734.6	795.1
Net revenue from short-term parking (x EUR million)	483.6	553.1	603.9
Net revenue from long-term parking (x EUR million)	166.0	181.5	191.2
Environmental information			
Average kg CO_2 per parking space – **market based**	48.3	44.4	14.2
GWh consumed by operated PFs	95.8	88.4	97.0
GWh consumed by EV charging points in operated PFs	5.4	10.2	16.0
Scope 1 (tCO_2)	2,407	2,345	2,071
Scope 2 **market based** (tCO_2)	15,415	13,391	4,120
Scope 2 location based (tCO_2)	15,208	12,888	13,680
Scope 3 **market based** (tCO_2)	6,099	6,679	2,943
Scope 3 location based (tCO_2)		7,025	8,817
Total GHG **market based** (tCO_2)	23,921	22,414	9,135
Total GHG location based (tCO_2)	23,714	22,257	24,568

	2022	2023	2024
Percentage of renewable energy			
Parking facilities		33%	72%
EV charging points		22%	88%
Total		26%	74%
Sustainable mobility			
PFs offering access to public transport	212	215	215
PFs offering bicycle parking	67	75	83
PFs offering car sharing/rental schemes	30	57	68
Social information			
Total number of employees	2,066	2,203	2,832
Employees female diversity	21.6%	21.1%	21.6%
Employees receiving regular general training	2,066	2,203	2,832
Number of work-related incidents	81	93	118
Number of work-related lost days	1,052	1,006	875
Q-Park information			
PFs offering 24/7 service	1,107	1,078	1,727
PFs offering online pre-booking	476	506	510
PFs offering ANPR (PaSS enabled)	368	459	786
PFs offering EV charging points	235	249	261
Total EV charging points	2,831	4,114	6,854
Operated EV charging points	1,664	2,996	4,708
Zero-emission kms enabled (millions)	43.0	48.6	77.7
Car fleet e-cars	39	104	200
Car fleet diesels	206	219	203
Number of cities where Q-Park is present		320	368
Cities with three or more PFs (excl. control fee contracts)		88	89
Cities with five or more PFs (excl. control fee contracts)	51	52	51

FINANCIAL PERFORMANCE

Our financial performance captures value for our stakeholders. Group performance in 2024 was robust, with noteworthy increases in revenue and operating results compared to 2023.

Reported net revenue
The reported net revenue in 2024 amounted EUR 943.0 million (2023: EUR 831.1 million).

Parking revenue
In 2024, parking revenue increased across the board. Short-term parking (STP) revenue increased to EUR 603.9 million (2023: EUR 553.1 million).

Long-term parking (LTP) revenue increased to EUR 191.2 million, up from EUR 181.5 million in 2023. Revenue from our control fee business increased to EUR 30.2 million (2023: EUR 24.9 million).

Short-term parking accounts for 73% of our total revenue from parking activities, long-term parking, mainly season tickets, accounts for 23%, and our expanding control fee business accounts for 4% of parking revenue.

Chart 6: Reported net revenue

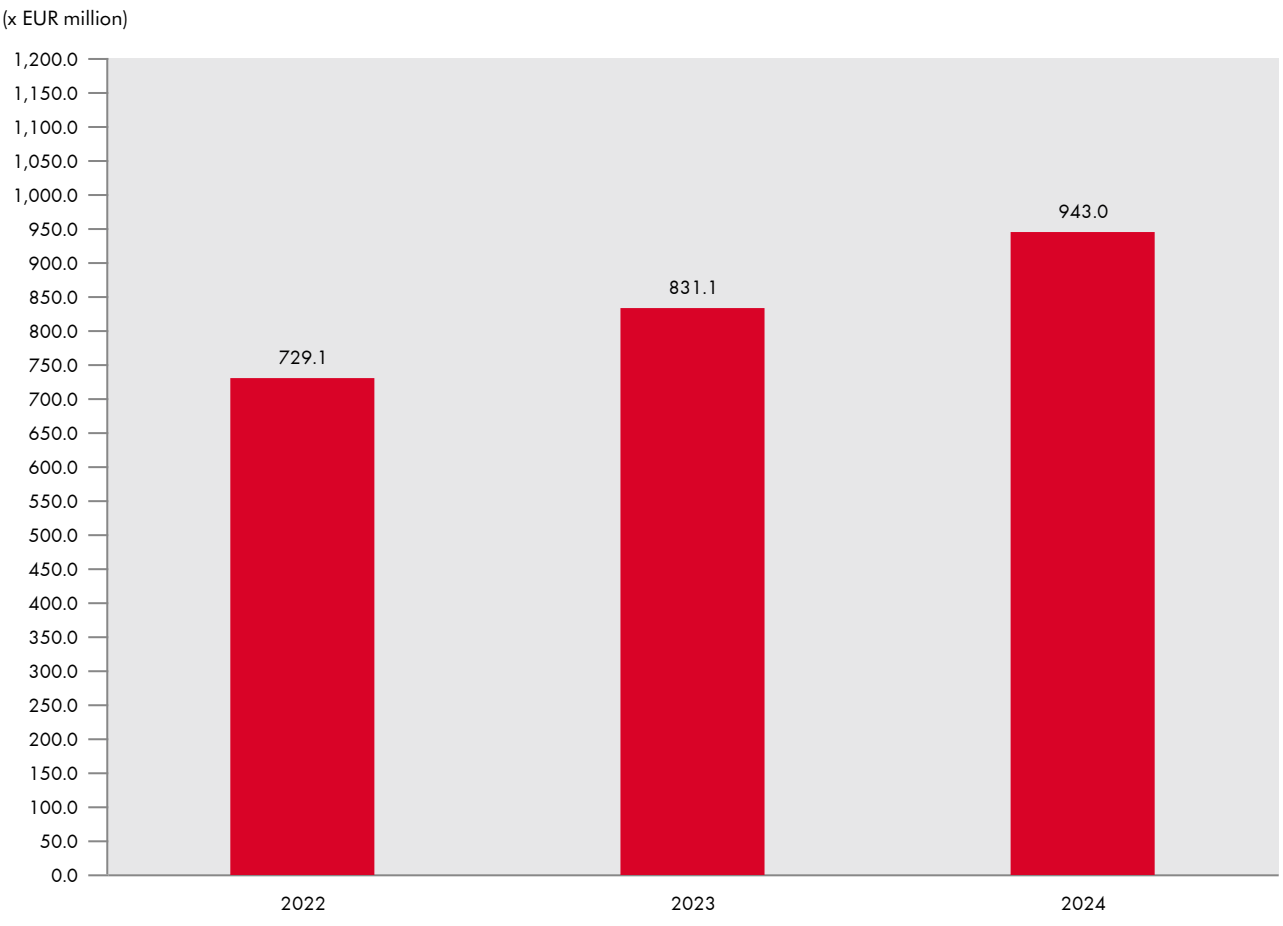


Chart 7: Revenue from parking activities

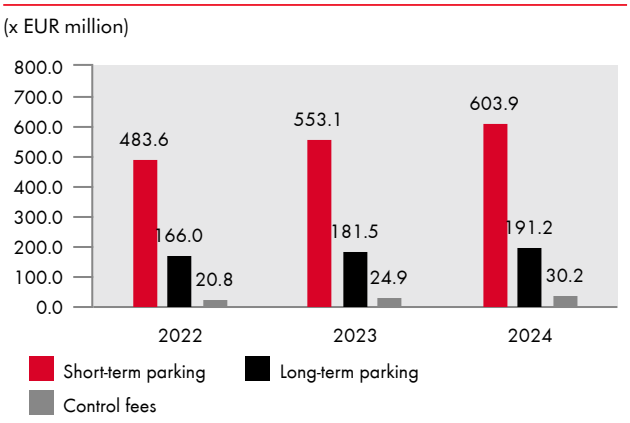
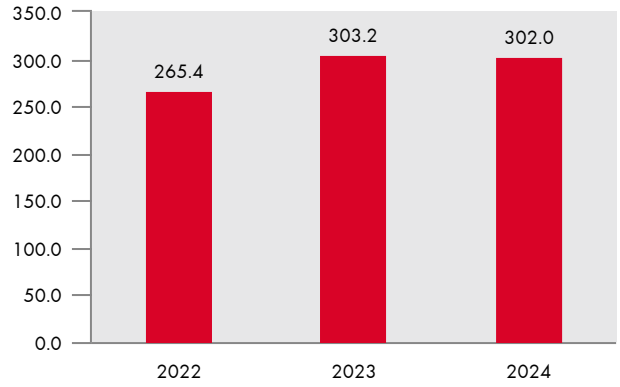


Chart 8: Reported operating result



Q-Park brand and software

The Q-Park brand (trade name) is valued at EUR 47.4 million (2023: EUR 51.1 million) and our proprietary software is valued at EUR 37.1 million (2023: EUR 33.6 million).

Investments

Capital investments amounted to EUR 239.2 million (2023: EUR 129.3 million). Acquisition and expansion investments amounted to EUR 150.0 million (2023: EUR 69.7 million).

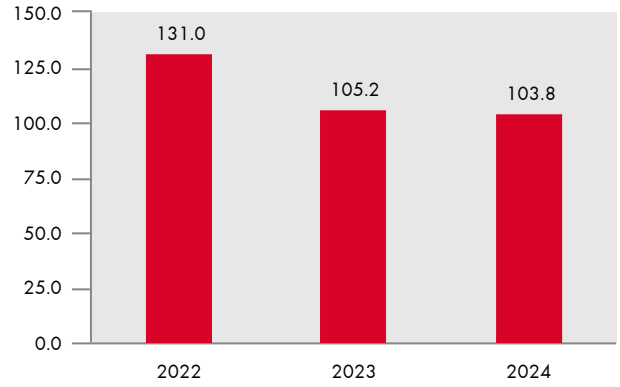
Reported operating result

The reported operating result in 2024 amounts to EUR 302.0 million compared to EUR 303.2 million in 2023.

Cash balance

In 2024, the total cash balance came out at to EUR 103.8 million compared to EUR 105.2 million in 2023. The cash flow from operating activities amounted to EUR 288.7 million (EUR 287.1 million in 2023).

Chart 9: Cash balance



URBAN LIVEABILITY

Climate change mitigation

Q-Park reduces its CO_2 emissions as it mitigates the effects of climate change, which, in turn, has a positive cascade effect on public health and plant and animal diversity. In addition, this boosts the global economy and leads to innovative, more environmental-friendly solutions.

There is, however, a challenge. On the one hand we reduce our kWh consumption through our Energy Portfolio Management, by sourcing renewable energy and taking energy-saving measures. On the other hand we install more EV charging points for our customers, resulting in more kWh consumption.

Results

We report on our operational portfolio and market-based emissions as these reflect our initiatives to source renewable energy. We also report location-based emissions to demonstrate the impact of our decisions.

In 2024 we were able to further reduce our GHG emissions as follows:

- **Scope 1** emissions decreased by **12%**, mainly due to company fleet changes and reduced natural gas use in the offices.
- **Scope 2 – market-based** emissions decreased by 69%, thanks to new energy contracts.
  - Q-Park Netherlands sourcing all its electricity from renewable sources;
  - Q-Park France increasing its percentage of renewable electricity from 25% to 50%.
- **Scope 2** – location-based emissions increased by **6%**, reflecting higher electricity consumption, mainly attributable to an increase of parking facilities in our portfolio.
- **Scope 3 – EV charging points (market-based)** emissions dropped by **84%** due to renewable electricity contracts in the Netherlands and France.

These reductions are also shown in the lower average carbon footprint per parking space in operated parking facilities. The average kg CO_2 per parking space is now 14.2 (2023: 44.4), a decrease of 68%.

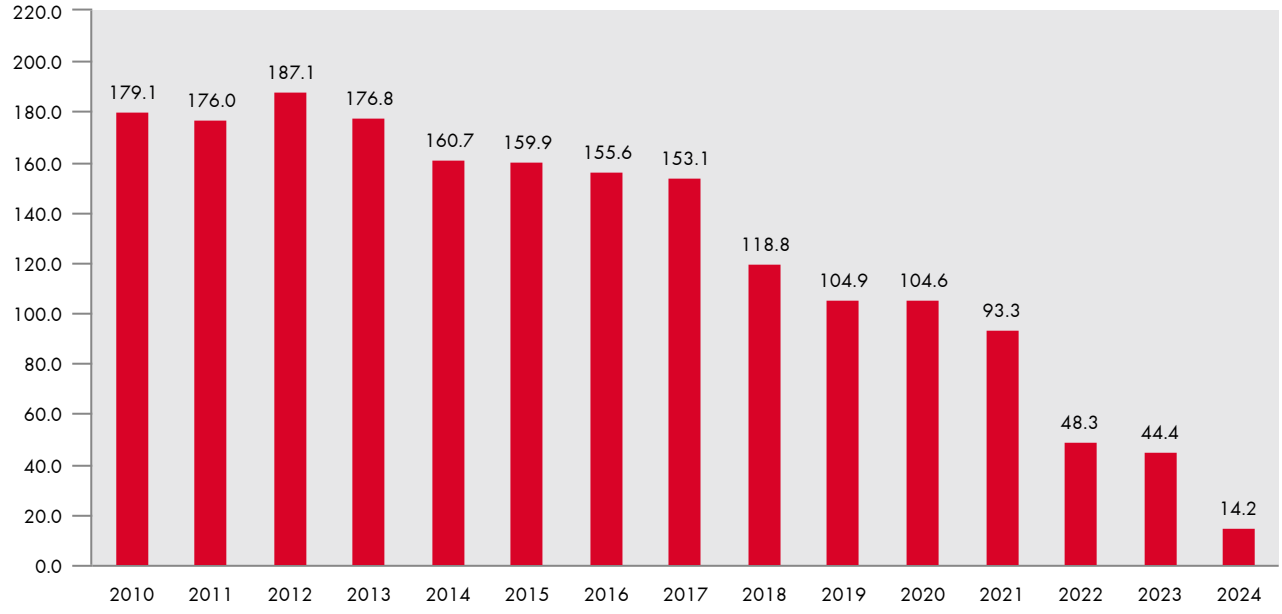
Since we started measuring our emissions in 2010, we have achieved a 92% reduction in our carbon footprint. The significant decreases in energy consumption over the years are due to our significant efforts:

- in 2018 – our LED Programme;
- in 2022 – various countries started sourcing electricity from renewable sources;
- In 2024:
  - Q-Park Netherlands sourcing all its electricity from renewable sources;
  - Q-Park France increasing its percentage of renewable electricity from 25% to 50%.

Also note:

- Potential differences between datapoints reported in previous Annual CSR Reports can be attributed to updating extrapolated data with actual data.
- The market-based calculations allow us to track the impact of decisions made regarding energy sourcing.
- The increase in GWh consumed by EV charging points operated by Q-Park can be attributed to the increased numbers of EV charging points and the increased usage per EV charging point.

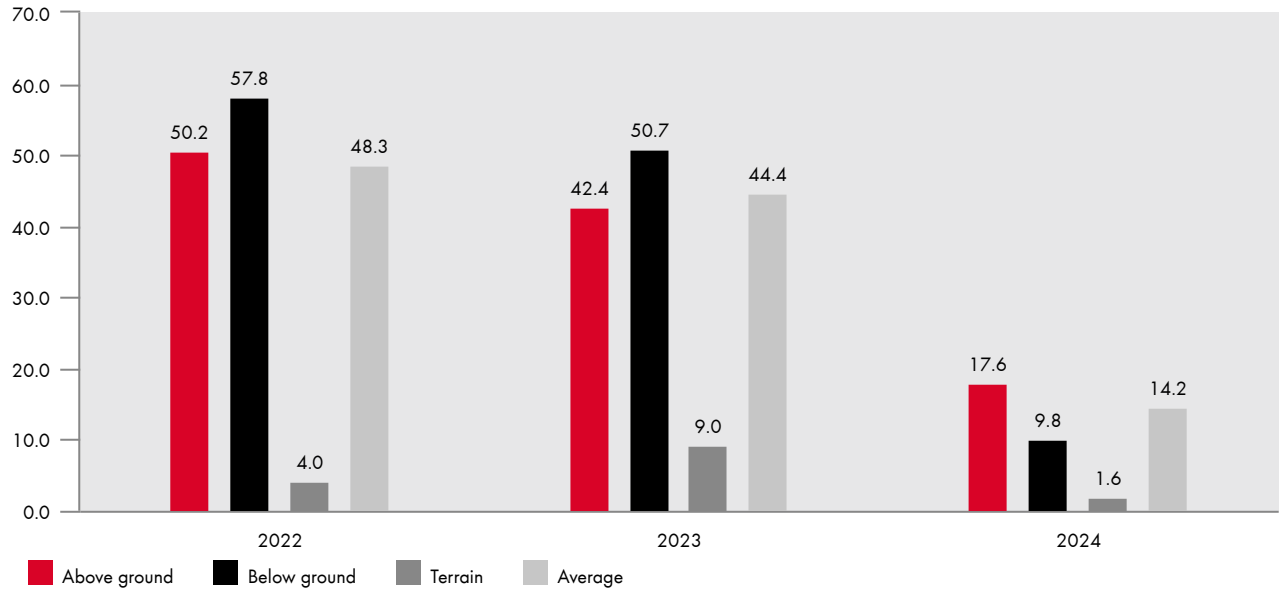
Chart 10: Average CO_2 footprint (kg CO_2) per parking space (market based as of 2020)



The following chart shows the breakdown of emissions per parking space per type of car park structure. Average emissions per parking space decreased by 68% in 2024.

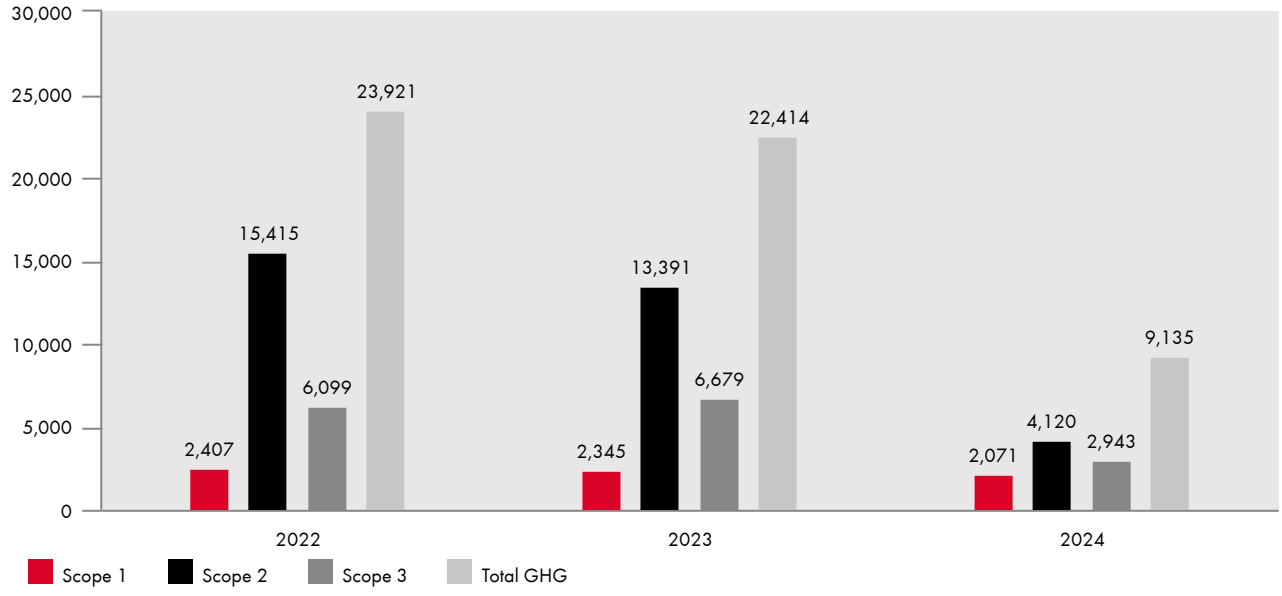
In 2024, emissions per parking space (PS) in above ground parking facilities (PFs) were greater than emissions per PS in below ground PFs. This is because Ireland has a high emission factor for electricity, and Q-Park Ireland has a higher proportion of above ground parking spaces.

Chart 11: CO_2 footprint (kg CO_2) per parking space per type of structure – market based



The following chart shows the total greenhouse gas emissions (GHG) emissions and per Scope, with a breakdown of **market-based** emissions in Scopes 2 and 3.

Chart 12: Total greenhouse gas emissions (GHG) in tons CO_2 – market based



Energy

Q-Park is a large consumer of electricity, both for lighting and operational equipment, and for EV charging points. We have and will continue to implement measures to reduce our energy consumption as this is demonstrating clear benefits – in financial terms as well as in our environmental impact.

For example, lights are automatically dimmed to emergency levels and switch to brighter lighting when movement of cars or pedestrians is detected. We also take simple operational measures to decrease energy consumption by temporarily closing off parking decks when not in use.

Results

In 2024, we significantly increased the number of operated EV charging points in our portfolio and the number of EV charging transactions per EV charging point increased too.

The total amount of energy consumed (excluding EV charging) measured in GWh, in our operated parking facilities increased by 10% and the energy consumed by our operated EV charging points increased by 57%.

In 2024, we deployed a greater percentage of renewable energy in our operated facilities at 74% (2023: 26%). Of the energy consumed in our operated parking facilities, 72% was renewable energy (2023: 33%) and of the energy consumed by operated EV charging points, 88% was renewable energy (2023: 22%).

Chart 13: Percentage of renewable energy consumed by operated PFs & CPs

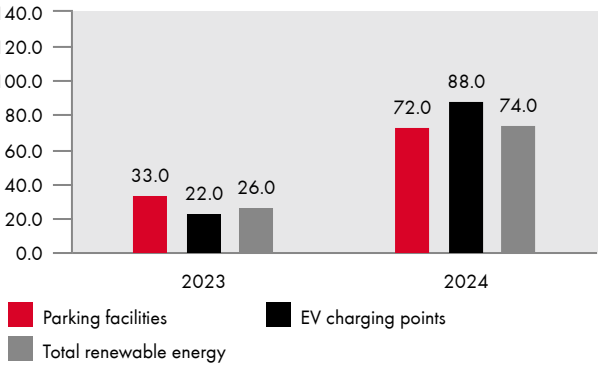
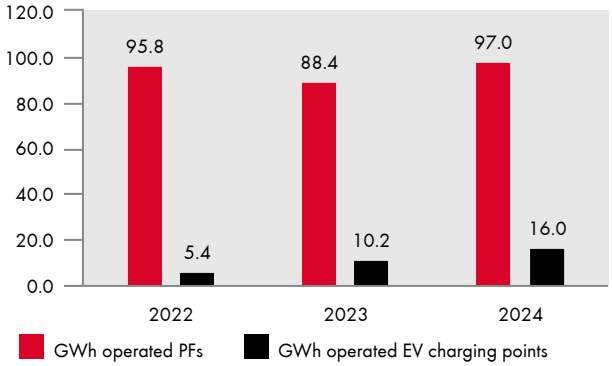


Chart 14: GWh consumed by operated PFs and CPs



Renovation and maintenance

Q-Park is committed to promoting efficient, sustainable, and circular principles in our renovation and maintenance activities, focusing on circular design, minimising waste and maximising resource efficiency. These efforts extend to both new and existing parking facilities (PFs) in our portfolio.

While we are actively investigating and inventorying the best approaches to achieve measurable impacts on resource use and waste management, we are concentrating on significant activities such as end-of-life mechanical and electrical equipment renewals, major renovations, bundled activities for structured refurbishment, and one-off investments.

These activities have been categorised as follows, with examples per category:

- Main structure – concrete, facades, roofing
- Mechanical & Electrical – ventilation, sprinklers, lighting, elevators, fire detection
- Finishes – coating, paintwork
- Parking Management Systems (PMS) – repairs of existing barriers, speed gates, payment machines
- Other

We appreciate your understanding and patience as we navigate through this phase of investigation and planning. Rest assured, Q-Park is committed to making informed decisions that will drive sustainable and efficient outcomes in our renovation and maintenance efforts.

Figure 12: Renovation and maintenance – maximising resource efficiency




We
Develop
Quality
Renovation &
Maintenance
UNDER
CONSTRUCTION

SUSTAINABLE MOBILITY SOLUTIONS

Mobility transition

Within the mobility transition theme, our efforts include:

- EV charging;
- Mobility hubs, which encourage people to make all or part of their journey by sustainable transport.

Q-Park wants to contribute to the European mobility transition. It is one of our key sustainability matters 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, on-street management, sustainable mobility solutions and partnerships, we are well equipped to support local authorities in achieving their sustainable urban mobility plans (SUMPs).

EV charging

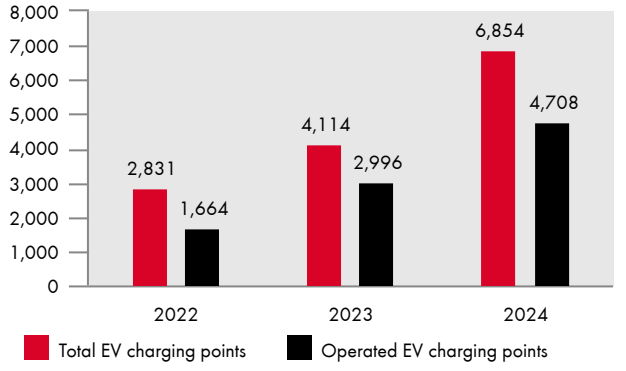
Electric vehicles (EVs) need to park just as petrol and diesel fuelled cars do. The difference is that some motorists want to recharge their car's batteries while parking.

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.

Results

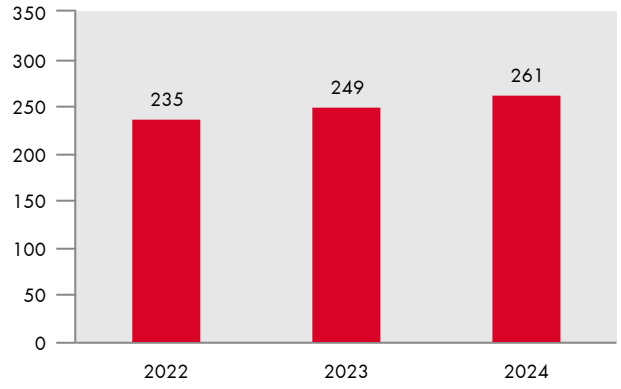
We continue to expand the number of EV charging points at the most relevant Q-Park locations for our electric vehicle motorists. The total number of EV charging points available is now 6,854 (2023: 4,114), an increase of 67%. The total number of EV charging points we operate is now 4,708 (2,996 in 2023) an increase of 57%.

Chart 15: Total EV charging points



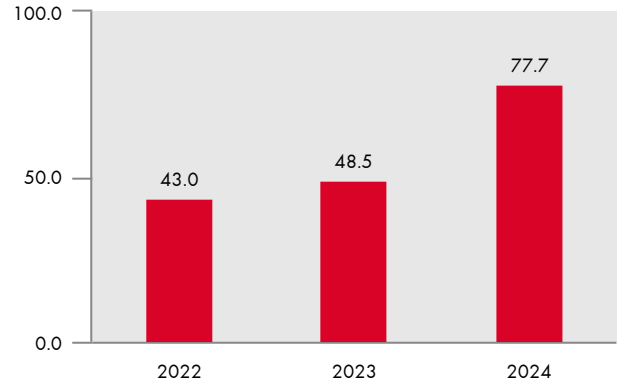
We now have 261 parking facilities offering EV charging (2023: 249) an increase of 5%.

Chart 16: Parking facilities offering EV charging



Each year our EV charging points facilitate more zero-emission kilometres, which we calculate using an average of 5 kilometres per kWh[1]. In 2024, our EV charging points enabled about 77.7 million (2023: 48.6) zero-emission kilometres, a 60% increase.

Chart 17: Zero-emission kms (in millions) enabled



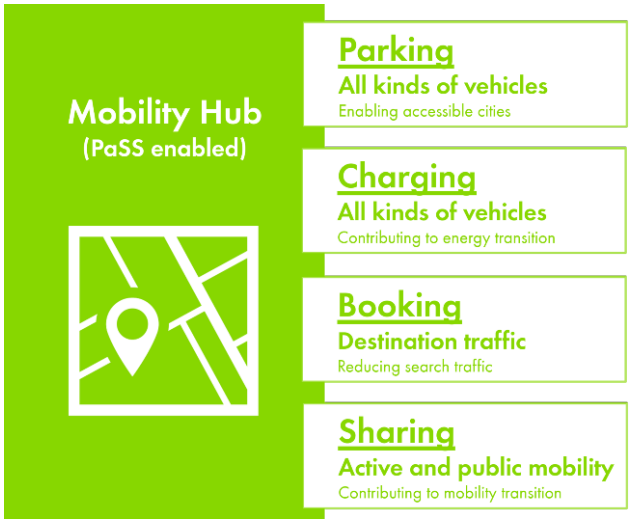
Mobility hubs keep cities moving

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 easily switch transport mode to continue their journey.

Our mobility hubs offer sustainable urban solutions for accessibility and liveability:

- enabling passenger cars, motor scooters and bicycles to park off-street;
- enabling electric vehicles (cars and bicycles) to charge off-street;
- transforming search traffic to destination traffic with pre-booking options;
- embracing (micro-)mobility providers with share concepts in our assets.

Figure 13: Mobility Hub is key pillar of SMP strategy



In addition, mobility hubs offer urban solutions for:

- accessibility, liveability, sustainability and mobility equality;
- transforming search traffic into destination traffic;
- enable better manage kerbside parking.

[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 the average of 5 kilometres per kWh.

Some mobility hubs 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. Travellers can choose to continue their journey by means of public transport or ride a (shared) bicycle to their final destination.

Results

In 2024, we identified more than 100 parking facilities in our portfolio which qualify as a Q-Park Mobility Hub and we also designed a specific Q-Park Mobility Hub house style. This clear signage ensures our mobility hubs are easily recognisable for motorists, cyclists, pedestrians, local authorities and mobility partners.

Our proximity to alternative mobility options remained stable in 2024, and we have 215 operated parking facilities registered at or near major public 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:

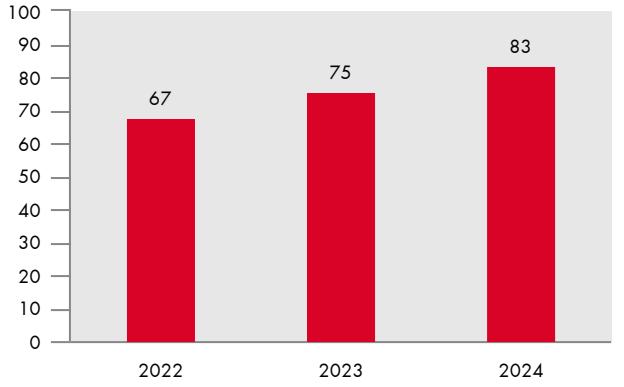
- public space becomes available for pedestrians, markets and other street activities;
- dry and secure bicycle parking for cyclists with optional lockers for helmets and batteries;
- e-charging facilities for e-bicycles.

More information about bicycle parking solutions.

Results

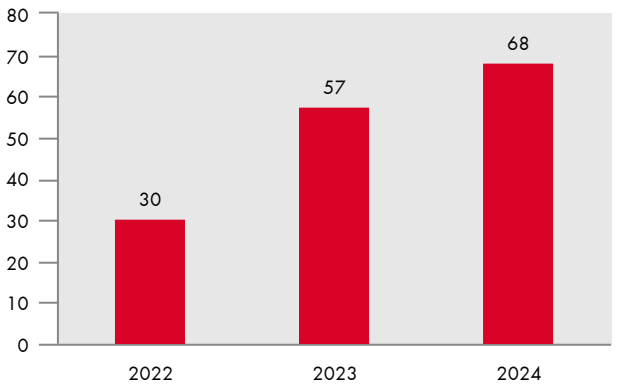
We now have 83 operated parking facilities offering bicycle parking (2023: 75).

Chart 18: Parking facilities offering bicycle parking



We now have 68 parking facilities offering car sharing/rental schemes, compared to 57 in 2023, an increase of 19%.

Chart 19: Parking facilities offering car sharing/ rental schemes



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, others opt for a more economic 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 360 cities. We operate three or more PFs in 89 cities and five or more PFs in 51 cities.

We now have a total of 5,374 parking facilities in our portfolio and 1,038,852 parking spaces.

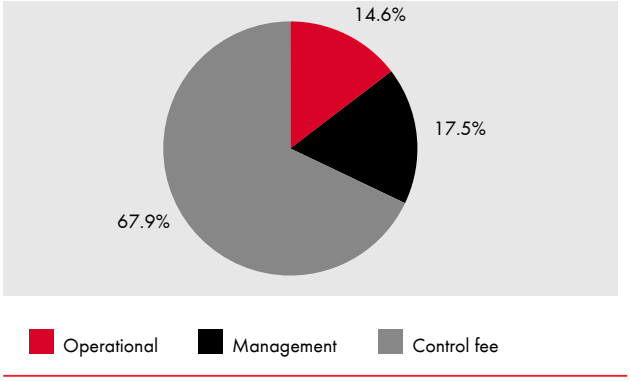
We manage more than 3,600 control fee contracts, serving more than 177,800 parking spaces which

are regulated by private or public parking rules and regulations, 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.

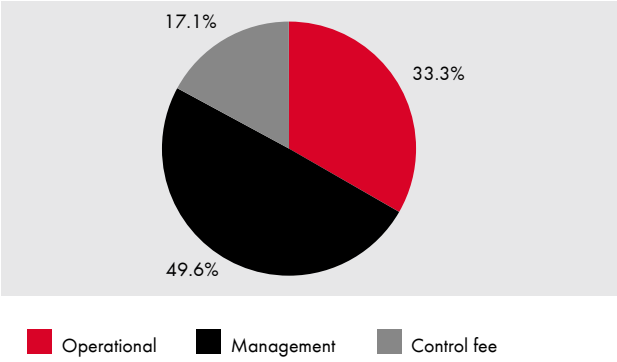
The following chart visualises our parking facility portfolio between operational, management and control fee business.

Chart 20: Percentage portfolio distribution PFs 2024



The following chart visualises our portfolio of parking spaces between operational, management and control fee business.

Chart 21: Percentage portfolio distribution PSs 2024



While the control fee portfolio accounts for the largest share of parking facilities in our total portfolio, about 66%, analysing the number of parking spaces, shows our operational and management portfolio to be about 83% of our parking spaces.

Table 2: Q-Park portfolio in contract types

	2022	2023	2024
Total Parking Facilities (PFs)	3,460	3,616	5,374
Operational portfolio	821	768	786
Management portfolio	286	310	941
Control fee portfolio	2,353	2,538	3,647
Total Parking Spaces (PSs)	677,979	706,223	1,038,852
Operational portfolio	346,455	347,518	346,085
Management portfolio	221,901	230,689	514,909
Control fee portfolio	109,623	128,016	177,858

SEAMLESS PARKING SERVICES

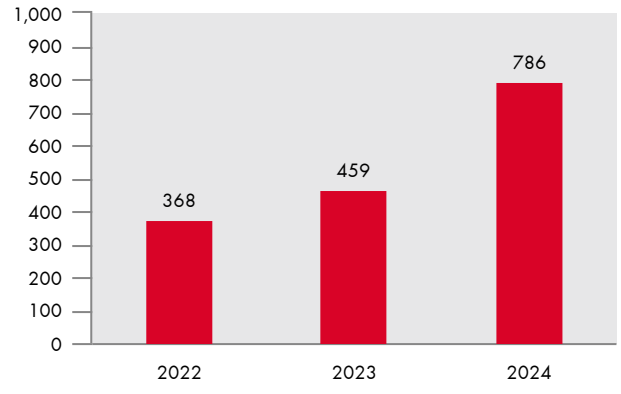
PaSS

Digitalisation of many of our business activities is a true enabler for the future development of our operations, including providing innovative services for landlords, partners and customers. Our proprietary platform and portals enable us to facilitate the customer journey, in both the virtual and physical sense, from the comfort of the home to the final destination.

Our back-office operations run on an extensive digital infrastructure which seamlessly integrates with our front office (websites, apps and parking facilities) where we interact with partners and customers. For example, to find parking services online, order a season ticket, pre-book a parking space, access and pay through automatic number plate recognition (ANPR), or open a pedestrian door with a QR code.

We implemented the first iterations of PaSS in 2020 and can now consider our PaSS platform mature. It forms the basis of all our parking products, from season tickets to pre-booking and event parking.

Chart 22: Parking facilities PaSS enabled



Parking products

Short-term parking

We serve thousands of customers every day and most of them just take a parking ticket or use their bank card to access and exit our parking facilities. As part of our efforts to create a better customer experience, increase parking convenience and enable customer interaction:

- our partners provide access to our car parks through their apps;
- our own Q-Park App provides customer access based on ANPR.

When short-term parking (STP) customers use these apps, they enjoy a seamless parking experience whenever and wherever they park at Q-Park. No more tickets, no more going to the payment machine, and seamless access and exit thanks to automatic number plate recognition (ANPR).

- STP accounts for 73% of our total revenue from parking activities.
- STP (excluding control fee) accounts for about 80% of all PMS transactions.
- STP transactions from known customers accounts for more than 5%.

Pre-booking

Pre-booking services are a smart and responsible choice for motorists who wish to make sure a parking space is available for them when they arrive, or motorists looking for an economic parking option near their destination. Pre-booking converts search traffic into destination traffic, allows for economic parking tariffs, and nudges parking at P+R locations which decreases traffic in inner-cities.

We offer a variety of pre-booking propositions to customers via our websites and we offer pre-booking solutions to commercial partners so they can serve their customers via their sites and sales channels.

With pre-booking options for theatres, concerts and festivals, it is easier to manage peak traffic flows while allowing audiences to enjoy a variety of events in urban areas.

Pre-booking transactions are part of our STP revenue and STP PMS transactions. Pre-booking accounts for 2.3% of all STP transactions.

Long-term parking

We offer a wide variety of season tickets for our customers who park with us frequently. As well as the traditional season tickets, we also offer flexible office solutions, city-wide access, and resident and student season tickets.

In principle, all our season ticket customers are known customers and access our parking facilities by means of their number plate. They use the Q-Park App to manage their parking rights, number plates and payment methods when applicable.

The Q-Park PaSS Business Portal empowers businesses with multiple season tickets to handle parking access and payment themselves. They can manage parking access digitally for their target audiences, such as employees, students, patients, leisure guests, customers, and visitors.

Long-term parking (LTP), mainly season tickets, accounts for 23% of our total revenue from parking activities and about 20% of all PMS transactions.

Parking services

24/7 availability



All our parking facilities are open 24/7 for customers to access and exit the facility. Customers needing assistance can call our international help desk, the Q-Park Control Room (QCR), 24/7 using the call button at the payment machine or barrier.

International help desk



Our international help desk, the Q-Park Control Room (QCR), is available 24/7. This gives customers instant access to multi-lingual Parking Hosts in our central control room who can provide help and support with queries relating to the payment system or accessing or exiting the parking facility.

QCR employees also have direct access to onsite employees, service technicians and the customer service department. If customers have a query when they are in one of our parking facilities, the QCR will be able to help.

Security



We use closed-circuit television (CCTV) for security purposes and for automatic number plate recognition (ANPR). Where we install cameras, we make it clear to people that they or their cars are on camera.

Sustainable mobility solutions



Mobility partners offering sustainable and shared mobility concepts are welcome in our parking facilities. Customers can easily find these providers by following directions indicated by the connected three-dot icon. Popular sharing concepts include shared cars and car rental services, as well as micromobility concepts, including bicycles, e-bikes and motor scooters.



All our parking facilities are at a walking distance from one or more points of interests (POIs). Nearby POIs are listed online per parking facility and often offer special parking deals too.



The number of parking facilities with EV charging points is growing steadily. Currently, about one third of our operational portfolio has EV charging points onsite, allowing our EV customers to top-up their battery for their onward journey. Also note, most of our EV charging points are powered with renewable energy.

Seamless parking services



The parking facilities in our operational portfolio are PaSS-enabled, granting customers access via their number plate (ANPR). These customers don't need to take a ticket or go to the payment machine before they leave.



Known customers access our parking facilities via their number plate. These customers also need to use the secure pedestrian access, so we provide a QR code in the parking app of their choice.



About 60% of our operational portfolio parking facilities allow customers to pre-book a parking space and this often means they can take advantage of parking deals. Pre-booking transforms search traffic into destination traffic, a win-win for the environment, society and the customer.

SOCIAL

Employee information

At the end of 2024, Q-Park had 2,832 employees (2023: 2,203) corresponding to 2,248 full-time equivalents (FTEs) (2023: 1,875). The increase in employee numbers is mainly due to acquisitions which we completed in 2024.

Table 3: Employee contract information

	2022	2023	2024
Number of full-time contracts:	**1,225**	**1,258**	**1,605**
- temporary contracts (m)	80	52	83
- temporary contracts (f)	12	14	21
- permanent contracts (m)	932	997	1,243
- permanent contracts (f)	201	195	258
Number of part-time contracts:	**841**	**945**	**1,227**
- temporary contracts (m)	281	356	488
- temporary contracts (f)	88	121	152
- permanent contracts (m)	322	334	405
- permanent contracts (f)	140	134	182
Total number of employees	**2,066**	**2,203**	**2,832**
Percentage of employees covered by a CBA	30%	31%	32%

In accordance with updated reporting requirements, we now report on employee demographics, including employee turnover, attrition and numbers due to retire within the next 5 years.

Table 4: Group-wide employee demographics

	2022	2023	2024
Employees head count	2,066	2,203	2,832
FTEs	1,762	1,875	2,248
Employees left vs head count (turnover)	9.60%	7.70%	8.10%
Employees retire* in next 5 years	13.80%	14.20%	14.80%
Employees with Q-Park for 5 or more years (tenure)	46.90%	42.40%	25.30%
Maturity of headcount			
- Age under 30	417	461	640
- Age between 30-50	886	985	1,204
- Age above 50	763	757	988

The following table shows employee diversity and numbers per employment category.

Table 5: Group-wide employees per category

	2022	2023	2024
Employees male	1,619	1,739	2,219
- Full-time	1,041	1,049	1,326
- Part-time	578	690	893
Employees female	447	464	613
- Full-time	216	209	279
- Part-time	231	255	334
Employees female diversity			
- Total	21.6%	21.1%	21.6%
- Full-time	17.2%	16.6%	17.4%
- Part-time	28.6%	27.0%	27.2%

Health & Safety

Q-Park promotes the health and safety of customers and employees. We achieve this mainly by training our employees and by creating a safe and healthy working environment.

Every year, we receive millions of visitors in our parking facilities at all hours of the day. Unfortunately, it is inevitable that our employees will encounter aggressive or inappropriate behaviour. We do everything we can to ensure their wellbeing.

- We offer conflict management training.
- We have CCTV monitoring and direct links with the police if intervention is needed.
- Our Parking Attendants who issue control fees wear an alarm they can press when needed. When pressed the police are called to rush to their aid.
- Initiatives with bodycams are being evaluated for further roll out.

We consider the wellbeing of our employees to be a key concern. For this reason, we monitor and report quarterly on the number of incidents involving employees as well as the resulting lost days.

We encourage employees to report all incidents, however small they may seem. By analysing the nature of incidents and their frequency we can put relevant prevention and training programmes in place to help our employees respond appropriately and cope with the consequences of an incident.

Results

The number of incidents reported fluctuates from year to year. However, the number of days lost per incident has decreased steadily over the past few years. Although the number of incidents reported has increased, the ratio of incidents per employee remains stable at around 4%.

Chart 23: Average lost days per incident

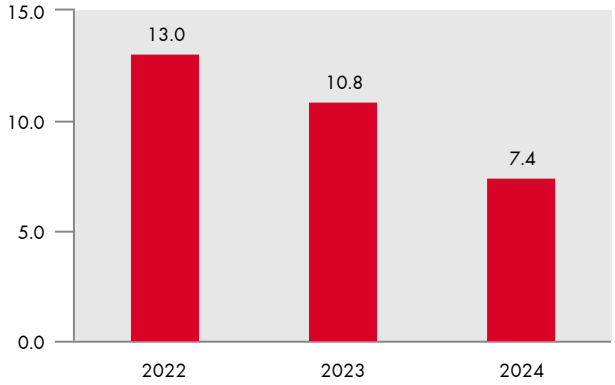
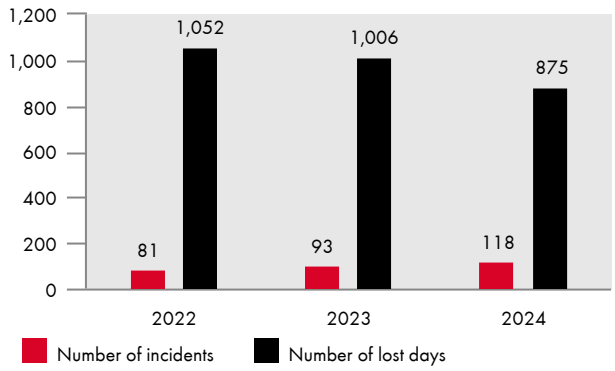


Chart 24: Number of incidents and lost days



Please note that Health & Safety risk assessments are always the starting point for preventing avoidable incidents and lost days. We conduct different risk assessments for parking facilities, as well as for Parking Hosts and Parking Attendants who issue control fees. The assessments help us to prioritise relevant actions aimed at preventing and reducing risks. We inspect equipment, and employees receive relevant information, training and when needed, mental support.

Customer satisfaction

Google reviews

For several years now, all Q-Park countries have been using the same platform, designed to improve online visibility and the customer relationship. The platform gives customers the opportunity to leave a Google review of the parking facility they just visited.

A Google review includes giving a score from one star (poor performance) to five stars (excellent service). Google reviews can be a useful customer feedback tool, as they:

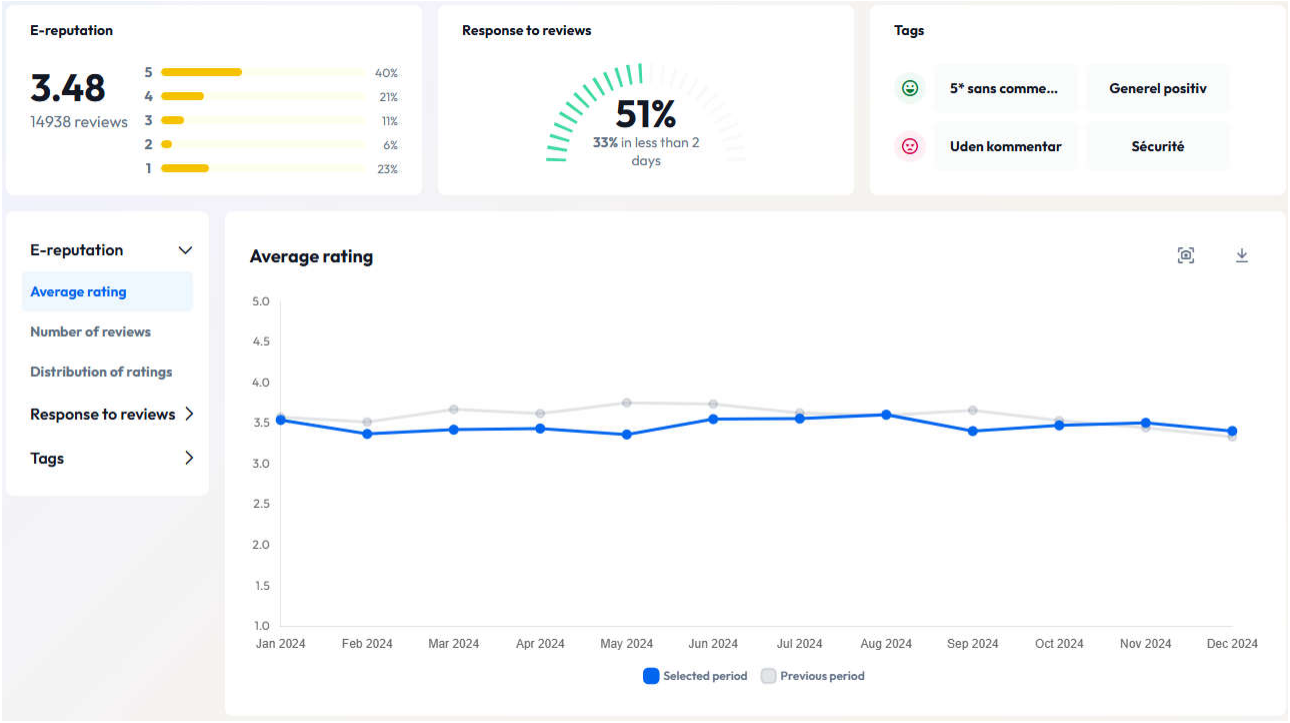
- improve search ranking and online exposure;
- increase trust, credibility and provide feedback;
- influence purchase decisions, improve click-through rates and convert more customers.

As paid parking, by definition, triggers some overall customer dissatisfaction, we are well aware that obtaining a 5-star rating is a bit much to expect. However, we aim to keep our average rating at or above 3.5.

Results

- 5-star rating given in 40% of customer reviews;
- 3.5 average rounded rating;
- 66 million customer queries served; and
- 120 million customer connections online.

Figure 14: Google review overview



OTHER INFORMATION

GOVERNANCE

Good governance includes risk management and compliance to regulations and legislation as well as proper supplier relationship management and policies to counter corruption and bribery.

Compliance

Compliance for continuity

Compliance is important to any organisation and at Q-Park we take all aspects of compliance seriously.

- Our Compliance Programme covers the most relevant compliance areas for Q-Park. It helps us structure our approach to compliance and is therefore designed to minimise risks to the continuity of our business.
- Our Compliance Programme ensures that actions taken as part of the risk control cycle are performed based on a clearly defined plan with clear roles and responsibilities.

Compliance focus areas

Our priority compliance focus areas are:

- Information security, including PCI DSS
- Ethics and Integrity
- Employment and pensions policy
- Tax, per country and at corporate level
- GDPR
- Risk Control framework

Ethics and integrity

We have the Q-Park Integrity Policy and Trade Sanctions Policy in place. A training and awareness programme is scheduled every two years to raise awareness of the importance of this compliance area and to make improvement actions sustainable.

Click here for our Integrity Policy.

Click here for our Trade Sanctions Policy.

Governance, policies and codes

All static information regarding Q-Park governance, policies and codes can be found on our corporate website.

Click here for our Corporate information.

HRM Portals

All employees have access to our HRM Portals. This is where they can access all relevant HRM policies and services, and can find information about their salary, holiday entitlements, benefits and pension as well as their training programme.

HRM policies include but are not limited to:

- Equal treatment and opportunities for all
- Working conditions
- Whistleblower policy
- Integrity policy

RISK MANAGEMENT

A business must take risks to create value. Having a risk management assessment in place allows a company to take risks in a managed and controlled manner. Strategic, operational, financial, and reputational risks are made manageable by carefully weighing risks and returns against each other. Effective risk management is integrated into our daily operations.

Q-Park deploys a top-down risk management assessment in which strategic risk management is executed at corporate level. Responsibility for operational risk management lies primarily with local country management. The Management Board and key management bear ultimate responsibility for managing the risks the Group faces.

Risk management and internal control

Ongoing identification and assessment of risks is part of our governance and periodic business review. Our Enterprise Risk Management (ERM) assessment and Compliance Programme are designed to provide management with an understanding of the key business risks. These also provide methods and processes to manage risks that might hamper the business in delivering on our strategy.

Q-Park is averse to the risk of non-compliance with relevant laws and regulations, our own codes, contractual agreements and financial covenants. As legislation and other formal guidelines cover various functional areas and can be very extensive (even country specific), we manage compliance in a structured way, ensuring:

- the tone at the top regarding the importance of compliance;
- that the actions per step of the risk control cycle are executed based on a clearly defined plan with clear roles and responsibilities;
- that implementation of relevant legislation and internal guidelines within the organisation is assured.

The Management Board and key management periodically review the risks and related mitigation controls and procedures of the ERM assessment and our Compliance Programme, and reconsider the identified focus areas. Furthermore, they provide complementary insights into existing and emerging risks that are subsequently included in the policy. The ERM assessment and Compliance Programme determine the formation of controls and procedures, as well as the focus of business planning and performance process.

In 2024, the most significant developments in risk focus areas centred were:

- Based on our ongoing monitoring of the financial structure and economic circumstances, we executed two new bond issuances, refinancing the Notes that were due in 2025 and 2026.
- We further implemented our information security programme, addressing ‘people’, ‘process’ and ‘technology’ dimensions to enhance our information security maturity. After consolidating our ICT infrastructure (hosting platform, connectivity platform, end-user equipment), ICT organisation and related processes, we shifted our focus towards proactive end-to-end security. This means we can better identify, detect and respond to threats and vulnerabilities. As part of this approach, we identified three priority tracks which we rolled out and which we will continue to pursue in 2025:
  - **Security Monitoring**: Enhancing and extending our continuous monitoring of the Q-Park ICT landscape and reduce the time taken to detect of security incidents;
  - **Segmentation**: Enabling effective containment of security incidents at the level of parking facilities and specific assets in the event of a security incident (e.g. malware infection);
  - **Attack Surface Management**: Reducing the external and internal attack surfaces and improving risk management related to our online presence.

Risk appetite

Factors determining our risk appetite include the international footprint of the business, the robustness of the balance sheet, long-term duration of contracts, strength of cash flows, and our commitment to conservative financial management. Our risk appetite varies per objective and risk category:

- **Strategic**: Taking strategic risks is an inherent part of how we do business. In pursuing growth as a strategic ambition, we are prepared to take risks in a responsible way, taking account of our stakeholders' interests.
- **Operational**: Depending on the type of operational risk, we take a cautious to averse approach. We give the highest priority to ensuring the safety of our employees and customers, to delivering the desired level of service, and to protecting the Group's reputation.
- **Financial**: We pursue a conservative financial strategy, including a balanced combination of self-insurance and commercial insurance coverage.
- **Compliance**: We are averse to the risk of non-compliance with relevant laws or regulations (e.g. GDPR), or non-compliance with internal codes, contractual agreements, and financial covenants. We continuously monitor relevant areas of compliance and intervene where necessary.
- **Fraudulent and unethical behaviour**: We are committed to act with honesty, integrity, and respect. We apply a zero-tolerance policy to fraudulent behaviour. Fraud awareness and integrity training are key focus areas within our Ethics & Integrity compliance framework.

Main risks

The following risk overview highlights the main risks which might prevent us from achieving our strategic, operational, and financial objectives. This list is not exhaustive and there may be additional risks that do not constitute a direct threat in the short-term that management deems immaterial or otherwise common to most companies in the parking sector, however additional unmentioned risks could at some time have a material adverse effect on our financial position, results, operations, or liquidity.

Strategic

Risk description	Q-Park risk management measures
Regulatory changes	
National or local governments could implement measures which could potentially be unfavourable to the parking sector (e.g. introduction of low-emission zones, electric vehicle charging requirements and banning of traffic within inner-city boundaries).	I Have an active role in industry representing associations such as Vexpan and EPA. I Create sufficient presence in cities and regions to have a seat at the table and cooperate with governments, NGOs, and businesses on mobility needs. I Ensure geographic diversification of Q-Park's portfolio in the different countries but also within cities to avoid large dependencies on specific regions or locations. I Invest extensively in online platforms and value-added services to become a proactive business partner for local authorities and help them to develop sustainable mobility solutions. I Invest in electric vehicle charging solutions to respond to the growing demand for additional inner-city EV charging facilities.
Economic environment	
Factors that potentially influence parking revenues (prices and/or mobility) include pressure from the general public and retailers, political changes, high inflation or a material decrease in GDP. Lower parking revenues could significantly impact Q-Park's profitability and cash flows, particularly in situations where lower parking prices will not result in more transactions.	I Cooperate with governments, NGOs, and other businesses on mobility solutions. I Highlight the relevance of regulated and paid parking to society through clear communication through a variety of channels. I Maintain commercial functions that analyse different tariff schemes, simulate the effects of changes, and align prices with the local circumstances and market situations. I Strengthen the commercial, customer, and market intelligence organisation by establishing group-wide teams and actively sharing knowledge and experiences.
Competitive environment and economic conditions	
The parking market (new business) is characterised by competition between a relatively limited number of mostly existing players. In addition, technology is used increasingly in the parking market which results in new competitors.	I Ensure geographic diversification with sufficient presence in different regions and cities to ensure efficiency in operations and to be competitive in tenders. I Offer a variety of (long-term) business propositions ranging from full ownership to ground leases, concessions and/or lease contracts. I Invest in the digital transformation of the Company to meet customer needs with up-to-date technology that provides efficient access and payment solutions (i.e. pre-booking propositions and the Q-Park app).

	I Closely monitor developments in digital solutions created by existing and new competitors. I Invest in offering other or additional services to our customers such as EV charging or leasing of excess space/ capacity in our facilities to third parties. I Invest in business development teams and knowledge to deliver business proposals in line with market requirements and needs.
Dependency on other businesses and local developments Car parking is an indirect service which depends on external factors (e.g. offices, shopping centres, leisure amenities). New customer behaviour (e.g. online shopping, working from home) or changes in the popularity of certain stores, locations or areas pose a risk of a decrease in parking demand and, hence, a decrease in Q-Park's business and revenue.	I Maintain geographic diversification of Q-Park's portfolio and a further spread across multiple indirect markets and attractive cities. I Manage a portfolio with focus on strategic locations (i.e. healthcare or travel) and/or multifunctional locations instead of monofunctional locations. I Adapt products to changing market demands (i.e. by offering more flexibility and new digital products such as our pre-booking propositions and the Q-Park app). I Invest in offering other or additional services to our customers such as EV charging or leasing of excess space/ capacity in our facilities.

Operational

Risk description	Risk management measures
Pandemic outbreaks A pandemic outbreak in combination with government measures that restrict mobility of people can significantly impact our business and financial results as we are dependent on the availability and accessibility of the amenities in the vicinity of our parking facilities.	I Ensure geographic and contractual diversification of Q-Park's portfolio. I Manage a portfolio with focus on large multifunctional locations instead of monofunctional locations. I Maintain a healthy and solid liquidity position to be able to absorb a temporary loss of income and related cash flow. I Apply a high standard of health and safety measures in our parking facilities to provide customers and employees a safe parking experience under all circumstances.
Safety and liability The safety of our customers and employees is a top priority. If an employee or a customer sustains injury while at work or while visiting one of the Q-Park parking facilities, this could also impact our reputation.	I Adhere to health and safety procedures relating to employees and customers. I Invest in maintenance and security tools (i.e. CCTV monitoring) to ensure clean and safe parking facilities with proper instructions for visitors. I Encourage non-cash payments and outsourcing of cash handling to specialised third parties to reduce risks of theft. I Report and monitor incidents and provide training and development programmes focusing on personal safety and safety measures in and around our parking facilities.
Dependency risks, interruptions, and business continuity Continuity of the Company and its business is crucial. Continuity depends on a number of factors, including suppliers. We are potentially vulnerable to Parking Management Systems (PMS), ICT, and infrastructure which are to a large extent provided by third-party suppliers.	I Business Continuity and Data Recovery is a crucial component of our Information Security Programme. I Use different systems from independent suppliers where operational efficiency is one of the key objectives. I Conduct preventive maintenance and conclude service level agreements (SLAs) with suppliers to ensure corrective interventions within agreed time frames. I Connect parking facilities to the Q-Park Control Room (QCR) to assist in the event of business interruptions and operate a 24/7 service desk.
Staffing and retention Good, experienced, and knowledgeable people are the foundation of our Company and its success. The Group must ensure that it is able to employ and retain the right people.	I Continuously work on employer branding in the job market and have competitive employment conditions. I Develop training and development opportunities for employees. I Maintain a system for performance measurement and annual reviews.

Ethics and integrity

Ethics and integrity are important conditions for confidence in the Company. Behaviour deemed to be unethical could lead to loss of revenue and reputation.

- Maintain a code of ethics and integrity including a Whistleblower Policy in line with the EU Whistleblower directive and organise periodic training sessions to ensure awareness and have proper systems in place to detect irregularities.
- Ensure that the Management Board and key management demonstrate 'tone at the top'.
- Apply a zero-tolerance policy.

Financial

Risk description	Risk management measures
Valuation of fixed assets and goodwill	
The Company owns a considerable amount of property and goodwill. If the economic climate deteriorates this could result in a permanent reduction in the value of assets. If potential impairment indicators are not identified, determined, or communicated in a timely fashion, the Company could incur reputational and financial damage.	I Evaluate the existence of impairment indicators annually. I Monitor performance against prior periods and budgets to identify risk areas for potential impairments. I Employ an independent valuation expert to conduct periodic valuations when necessary.
Financing	
Given that the nature of the business is capital-intensive, access to external financing is crucial for continuity. A liquidity risk could arise if external financing is not available to the Company when refinancing is required.	I Continuous monitoring of financial covenants and other relevant KPIs. I Proactively consult with our external debt providers to discuss the ongoing business, strategy, results, and financing needs. I Periodic evaluation of the appropriateness of the financing structure and adjust if needed.
Interest rate risks	
The external debts can be subject to variable interest rates, thereby exposing the Company to fluctuations in interest rates. A significant increase in variable interest rates would have a negative impact on results.	I Include a mix of fixed and variable interest rates for financing operations, combined with the use of interest rate instruments if needed. I Adopt an interest rate policy in which at least 70% of the variable rated debt is covered by interest rate derivatives (interest rate swaps and interest caps).
Currency risk	
The Company's functional currency is the euro. Given that the Group also operates in the United Kingdom and Denmark, we are exposed to fluctuations in the GBP and DKK exchange rates.	I Monitor and report periodically on currency risk exposure. I Optimise currency risk through natural hedges (i.e. revenue and costs in the same local currencies, external debt in foreign currency) which reduces the risk on the net cash flow from these operations. I Manage a centralised cash pool overlay in which an excess or shortage in GBP or DKK can be effectively managed and translated with our EUR accounts.

Compliance and reporting

Risk description	Risk management measures
Financial statement does not give a true and fair view If misstatements are made such that the financial statements do not give a true and fair view of the Company's financial position, financial performance, and cash flows, users of the financial statements would be incorrectly informed.	I Maintain common and consistent accounting policies, reporting processes, and standard chart of accounts. I Monitor critical access and segregation of duties and perform compensating controls if necessary. I Periodic audits on both consolidated and local statutory financial statements. I Actively involve relevant stakeholders.
ICT and information security Given the increasing use of online communication and the professionalism of cybercriminals, the Group must focus constantly on continuity of ICT systems and on ensuring the security of crucial information and sensitive customer data (e.g. payment card details, passwords). A successful attack or hack by cybercriminals could cause reputational and financial damage and impact business continuity.	I Implement the Q-Park Information Security Programme based on a Cyber Maturity Assessment and execute it within with a formal governance structure. Key components of this programme include: I Conducting periodic reviews and updates of the programme to remain aligned to emerging developments and potential new risks and threats. I Embedding and monitoring our information security policies to secure data confidentiality and integrity, including continuity measures in conjunction with outsourcing partners. I Enhancing user awareness and behaviour to reduce cybersecurity risks by offering training programmes to our employees. I Proactively managing ICT Asset risks. I Continuously improving our incident response, disaster recovery and business continuity processes. I Ensuring compliance to common standards such as PCI DSS, GDPR and ISO 27001. I Using automation and artificial intelligence (AI) to automate handling of security incidents. I Centralising ICT systems so we can enforce security measures centrally. I Continually improving our Secure Software Development Life Cycle programme for our applications in collaboration with our main supplier. I Our CISO (Chief Information Security Officer) coordinates the execution of the Information Security Programme and manages the cybersecurity risks.

Non-compliance with European and national laws	Changes in the legal and regulatory environment tend to increase the risk of non-compliance with local, national, and international laws and regulations, as well as tax legislation. Failure to comply with applicable regulations could lead to fines, claims, and reputational damage.	I Having corporate functions in place to monitor local risks and challenges from a Group perspective (e.g. compliance, tax, finance, and legal). I Involve external specialists where necessary to analyse impact, risks and actions needed on regulatory changes. I As GDPR is a key focus area within information security, we closely monitor GDPR legislation and specifically when related to data exchange with non-EU companies.

REPORTING CHANGES

Energy consumption
We use energy consumption from our measured operated parking facilities, and extrapolate comparable known information to derive the total energy consumed by our entire operational portfolio. We have calculated our energy consumption and GHG emissions for 2022, 2023 and 2024 accordingly.

Emissions
We report on our operational portfolio from 2023 onwards. Our management portfolio and control fee portfolio are not included in our emissions reporting.

Location-based emissions were calculated using emission factors from the AIB European Total Supplier Mix for all countries. The 2023 emission factors have been updated using the most recent dataset available for that reporting year.

Market-based emissions were calculated using AIB Residual Mixes for countries sourcing untracked or grey electricity, specifically France and Ireland. For the United Kingdom, a supplier-specific method was applied, using the emission factor provided by the energy supplier, EDF.

For Category 3.3 – Fuel- and Energy-Related Activities, the methodology has been updated to align with best practices.

- Upstream emissions of purchased fuel (Category A) continue to be calculated using well-to-tank emission factors from DEFRA.
- Upstream emissions of purchased electricity (Category B) are now calculated using a dual approach, reflecting Q-Park's ongoing efforts to procure renewable electricity. For the location-based approach, the IEA dataset has been used to account for the extraction, production, and transport of fuels used in electricity generation. The market-based approach applies zero emissions for countries sourcing 100% renewable electricity, while the IEA dataset is used for countries consuming grey electricity.
- Transmission and distribution losses (Category C) are now estimated using IEA data, replacing DEFRA factors used in previous assessments.
- Emissions from EV charging points (Category D) are also calculated using a dual (location- and market-based) approach and include both upstream emissions and emissions from the combustion of purchased electricity.

Potential differences between previous Annual CSR Reports datapoints can be attributed to updating extrapolated data with actual data.

EU Omnibus
Prior to publication of this report, the European Commission proposed the first Omnibus package of sustainability rules in February 2025. These first 'Omnibus' packages, bring together proposals related to several legislative fields, cover a far-reaching simplification regarding sustainable finance reporting, sustainability due diligence, EU Taxonomy, carbon border adjustment mechanisms, and European investment programmes.

The proposals will reduce complexity and focus on the largest companies which are likely to have a bigger impact on the climate and the environment. Simplifying the European Sustainability Reporting Standards (ESRS) by reducing the number of datapoints are also part of the proposed changes. Key aspects of these developments:

- Q-Park remains in scope of CSRD.
- If adopted, reporting requirements will be postponed by two years, from 2025 to 2027.
- The proposals (and/or amendments) still need to be finalised, adopted and transposed into EU member state laws.

Q-Park will follow the developments and act accordingly.

SUPPLY CHAIN

Our parking services mainly consist of providing parking spaces in purpose-built parking facilities or in off-street car parks. This can be pay-on-exit parking behind barriers, or parking paid by means of Pay & Display parking tickets, or via a parking service app. We also offer customers the opportunity to pre-book a parking space.

As we deliver a service, our supply chain mainly consists of PMS suppliers, real estate and operational maintenance suppliers. We also invest substantially in ICT systems and business intelligence to prepare Q-Park for further digitalisation and other developments. Most, if not all of our suppliers are located in western Europe.

WHAT WE CAN DO BETTER

Although Q-Park strives to improve its performance in all areas of its operations, sometimes things may go wrong or the initiatives taken may not have the desired effect. This section summarises the most important aspects in 2024 that did not go as expected and which need to be looked at carefully in the future.

External verification
External verification increases the confidence stakeholders have in our accountability and has a disciplining effect on our internal organisation. But external verification also entails extra time and costs. In the past few years we have worked hard to standardise the reporting process and the source and structure of data used for reporting so this can easily be checked for completeness and reliability.

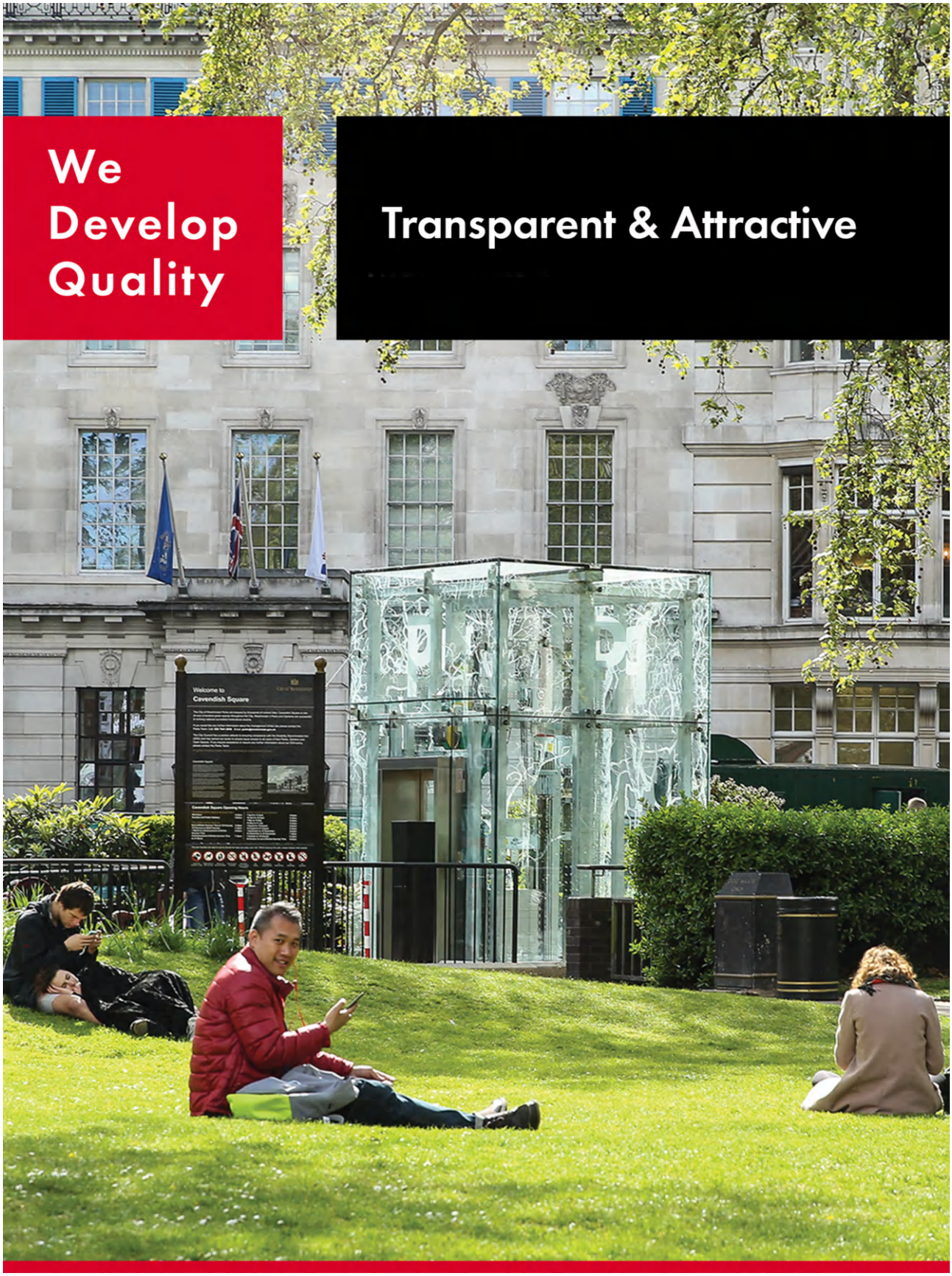
External verification of relevant non-financial information will follow CSRD compliance rules and regulations.

Data validation
Our back-office systems are an excellent source of relevant data, however, it may occur that data is incorrect or incomplete. In some cases, we rely on data provided by colleagues, requested on a quarterly or annual basis. Overall, we continue to improve our data quality, and comparability, over time.

Reporting processes and data quality
We continually endeavour to simplify the reporting process and make this more efficient. Extra effort on quality and maturity of non-financial data is planned for the next few years by means of Performance Management rigour including a reporting manual and KPI dictionary sheets. This will ensure reliable and auditable data to be extracted from our back-office systems and other data sources.

We value your feedback

We value your feedback on our Annual CSR Report 2024 as this will help us to further improve its quality. Feedback can be addressed to Q-Park BV, Head of CSR, P.O. Box 1166, NL-6201 BD Maastricht.


We
Develop
Quality
Transparent & Attractive
Welcome to
Cavendish Square

GRI CONTENT INDEX

To date, we report with reference to GRI. For your convenience, where relevant, we have included links to the information and/or reference in the following tables. This functionality works both online and in the PDF.

Table 8: GRI General disclosures – organisation and reporting practices

GRI Index	Disclosure	Information and/or Reference
2-1	**Organisational details**	
	Legal name	Q-Park Holding B.V.
	Nature of ownership & legal form	Q-Park Holding B.V. is the head of the Group of legal entities included in the consolidation. The Company's direct shareholder is Byzantium Acquisition MidCo 1 B.V. registered at the Chamber of Commerce under number 68802641.
	Location of headquarters	Maastricht, the Netherlands
	Countries of operation	Netherlands, Germany, France, Belgium, United Kingdom, Ireland and Denmark
2-2	**Entities included in the sustainability reporting**	
	All entities included in sustainability reporting	Annual Report
2-3	**Reporting period, frequence and contact point**	
	Reporting period and frequency of sustainability reporting	Calendar year, annually
	Reporting period for financial reporting	Calendar year
	Publication date of the report or reported information	15 April 2025
	Contact point for questions about the report or reported information	Q-Park BV, Attn Head of CSR, P.O. Box 1166, NL-6201 BD Maastricht
2-4	**Restatements of information**	
	Restatements of information from previous reporting periods: i. reasons for the restatements; ii. effect of the restatements.	Changes in CSR reporting
2-5	**External assurance**	
	Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved	No external assurance planned in the short term. CSRD Compliance (i.e. external assurance) over non-financial information is awaiting CSRD and ESRS developments.

Table 9: GRI General disclosures – activities and workers

GRI Index	Disclosure	Information and/or Reference
2-6	**Activities, value chain and other business relationships**	
	Active in sectors	Infrastructure, Parking Facilities and Urban Mobility
	Value chain i. activities, products, services, and markets served; ii. supply chain; iii. entities downstream and their activities;	Refer to sections Supply chain
	Other relevant business relationships	Refer to sections Preface, Profile, Quality in parking
	Significant changes compared to the previous reporting period	Changes in CSR reporting
2-7	Employees	Employee information
2-8	Workers who are not employees	Information unavailable, no systems to track data.

Table 10: GRI General disclosures – governance

GRI Index	Disclosure	Information and/or Reference
2-9	Governance structure and composition	https://www.q-park.com/corporate-information/governance
2-10	Nomination and selection of the highest governance body	https://www.q-park.com/corporate-information/governance
2-11	Chair of the highest governance body	The chair of the highest governance body is **not** an executive officer at Q-Park BV
2-12	Role of highest governance body in overseeing management of impacts	Governance
2-13	Delegation of responsibility for managing impacts	CSR Committee
2-14	Role of highest governance body in sustainability reporting	CEO is chair of CSR Committee
2-15	Conflicts of interest	Integrity policy
2-16	Communication of critical concerns	Head of CSR Committee
2-17	Collective knowledge of the highest governance body	CSR Committee, seminars, information sessions, CSR Executive Programme Erasmus University
2-18	Evaluating performance of highest governance body	Annual self-assessment

2-19	Remuneration policies	No disclosures
2-20	Process to determine remuneration	No disclosures
2-21	Annual total compensation ratio	No disclosures

Table 11: GRI General disclosures – strategy, policies and practices

GRI Index	Disclosure	Information and/or Reference
2-22	Statement on sustainable development strategy	Strategy
2-23	Policy commitments	No disclosures
2-24	Embedding policy commitments	No disclosures
2-25	Processes to remediate negative impacts	Risk management
2-26	Mechanisms for seeking advice and raising concerns	Integrity policy
2-27	Compliance with laws and regulations	Risk management
2-28	Membership associations	Member of the European Parking Association (EPA)

Table 12: GRI General disclosures – stakeholder engagement

GRI Index	Disclosure	Information and/or Reference
2-29	Approach to stakeholder engagement	Stakeholders
2-30	Collective bargaining agreements	Employee information

Table 13: GRI Material topics

GRI Index	Disclosure	Information and/or Reference
3-1	Process to determine material topics	Materiality analysis
3-2	List of material topics	Materiality analysis
3-3	Management of material topics	Materiality analysis
	Economic performance (201)	Review of business
	Emissions (305)	Emissions
	Employment (401)	Employee information
	Occupational Health & Safety (403)	Health & Safety

STAKEHOLDERS

Q-Park has a large number of stakeholders. The following overview shows how we engage with and involve our key stakeholders in our policy.

Stakeholders	Requirements	Activities	Resources
Capital market - Shareholders - Bond investors - Banks[1]	Benchmarking Financial health and insensitivity to risks Innovation, research, and development Transparency and communication Good reputation Ethical operating activities and compliance Privacy and data security Clarity about the relationship between financial and sustainability reporting	Strategy, policy, risk management, and calculating financial results Relationship between financial and sustainability reporting Reporting according to guidelines, as basis for comparison with other organisations Reputation management Compliance with legislation and interpretation of responsibilities Information over consequences of investments and divestments Information over future opportunities and product innovations	General meeting of shareholders, quarterly investor calls and meetings with banks Website, press releases, annual reports Compliance Relationship management Corporate information
Customers - Private - Business[2]	Fair competition and prices Accessible parking facilities Security practices Quality and good parking services Privacy and data security Good complaints processing	Quality management Information regarding liability Health and safety measures Product development and environmental management	Website, press releases, annual reports Compliance Customer Service Desk Information at the location

1 Interaction frequency: quarterly

2 Interaction frequency: daily

Stakeholders	Requirements	Activities	Resources
Employees - Existing	I Job security and correct remuneration I Ethical business operations I Safe working conditions I Good reputation I Diversity I Transparency and communication	I Inform about Q-Park's plans and intentions I Work policy and HRM I Health and safety measures and prevention of incidents, emergencies, and accidents I Education and training I Prevention of fraud and undesirable behaviour I Risk and reputation management	I Consultation between management and employees I Performance and appraisal interviews I Internal reputation and communication I Corporate information
Business partners - Suppliers - Commercial parties[1]	I Ethical business operations I Partnerships I Quality I Chain responsibility I Transparency and communication I Innovation, research and development	I Inform about Q-Park's plans and intentions I Quality control and information about liability I Health and safety measures I Prevention of fraud and undesirable behaviour I Production conditions (also in the chain) I Product development and care for the environment I Sharing 'best practices' I Drafting standards I Comply with voluntary agreements within sector	I Annual reports I Negotiations I Position papers and showcases I Collaboration (on innovation) and consultation I Corporate information I Participate in knowledge platforms

1 Interaction frequency: monthly

Stakeholders	Requirements	Activities	Resources
Municipalities - Local authorities - Communities[1]	I Benchmarking I Employment I Ethical operating activities and compliance I Integration of transport modes I Viable, accessible, and economically flourishing cities I Cooperation and support for social projects	I Design and implementation of the policy I Sharing 'best practices' I Own regional initiatives I Modify design of parking facilities to suit the surroundings I Sustainable construction, maintenance and renovation I Public-Private Partnerships	I Website, press releases, annual reports I Collaboration and consultation I Corporate information
Governments, politics and society as a whole - National governments - EU - International institutes[2]	I Safe, healthy, pleasant and social living environment I Countering climate change I Economical use of raw materials, energy and water I Ethical business operations	I Initiatives for sustainable urban mobility I Prevention and reduction of damaging environmental impact I Contribution to transparency of sector	I Website, press releases, annual reports I Consultation groups I Corporate information

1 Interaction frequency: monthly

2 Interaction frequency: at least once a year

GLOSSARY

AIB
Association of Issuing Bodies – develops, uses and promotes a European, harmonised and standardised system of energy certification for all energy carriers: the European Energy Certificate System – EECS.

ANPR
Automatic Number Plate Recognition

AR
Annual Report

CBA
Collective Bargaining Agreement

CCTV
Closed-circuit television

CO_2
Carbon dioxide is an important heat-trapping gas, also known as a greenhouse gas, that comes from the extraction and burning of fossil fuels (such as coal, oil, and natural gas), from wildfires, and natural processes like volcanic eruptions.

CSDDD
Corporate Sustainability Due Diligence Directive

CSR
Corporate Sustainable Responsibility

CSRD
Corporate Sustainability Reporting Directive

DEFRA
UK government body issuing emission conversion factors for use by UK and international organisations to report on 2024 greenhouse gas emissions.
See https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2024.

DMA
Double Materiality Assessment

EBITDA
Earnings Before Interest Tax Depreciation and Amortisation

EFRAG
European Financial Reporting Advisory Group

ERM
Enterprise Risk Management

ESRS
European Sustainability Reporting Standard

EV
Electric vehicle

EV CPs
Electric Vehicle Charging Points

GDPR
General Data Protection Regulation

GHG
Green House Gas. Greenhouse gases (GHGs) are the gases in the atmosphere that raise the surface temperature of planets such as the Earth.
Source: https://en.wikipedia.org/wiki/Greenhouse_gas

GHG Scope 1, 2 and 3
Scope 1 covers direct emissions from owned or controlled sources. Scope 2 covers indirect emissions from the purchase and use of electricity, steam, heating and cooling. By using the energy, an organisation is indirectly responsible for the release of these GHG emissions. Scope 3 includes all other indirect emissions that occur in the upstream and downstream activities of an organisation.

GRI
Global Reporting Initiative – draws up worldwide guidelines for sustainability reporting.

GWh
Gigawatt hours

HRM
Human Resources Management

IEA
International Energy Agency

IRO
Impacts, Risks and Opportunities
IRO forms part of the Double Materiality Assessment (DMA) and both required for CSRD compliance.

KPIs
Key Performance Indicators

kWh
Kilowatt-hour, the energy delivered by one kilowatt of power for one hour.

LED
Light Emitting Diode

LTP
Long-term parking, i.e. season tickets

P+R
Park + Ride – a car park with public transport connections that allows motorists to leave their vehicles and transfer to a bus, rail system (rapid transit, light rail, or commuter rail), or carpool for the remainder of the journey.

PaSS
Parking as a Smart Service

PCI DSS
Payment Card Industry Data Security Standard

PFs
Parking Facilities

PMS
Parking Management System

PRMs
Persons with Reduced Mobility

PSs
Parking Spaces

QCR
Q-Park Control Room – the international central control room which is linked to the parking facilities via intercom.

QR code
Quick Response code

SAGS
Société d'Assistance et Gestion du Stationnement, a French based parking company acquired in December 2024.

SMP
Sustainable Mobility Partnership

STP
Short-term parking i.e. single parking transactions

SUMP
Sustainable Urban Mobility Plan

VEXPAN
Platform for parking in the Netherlands

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Quality in parking

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