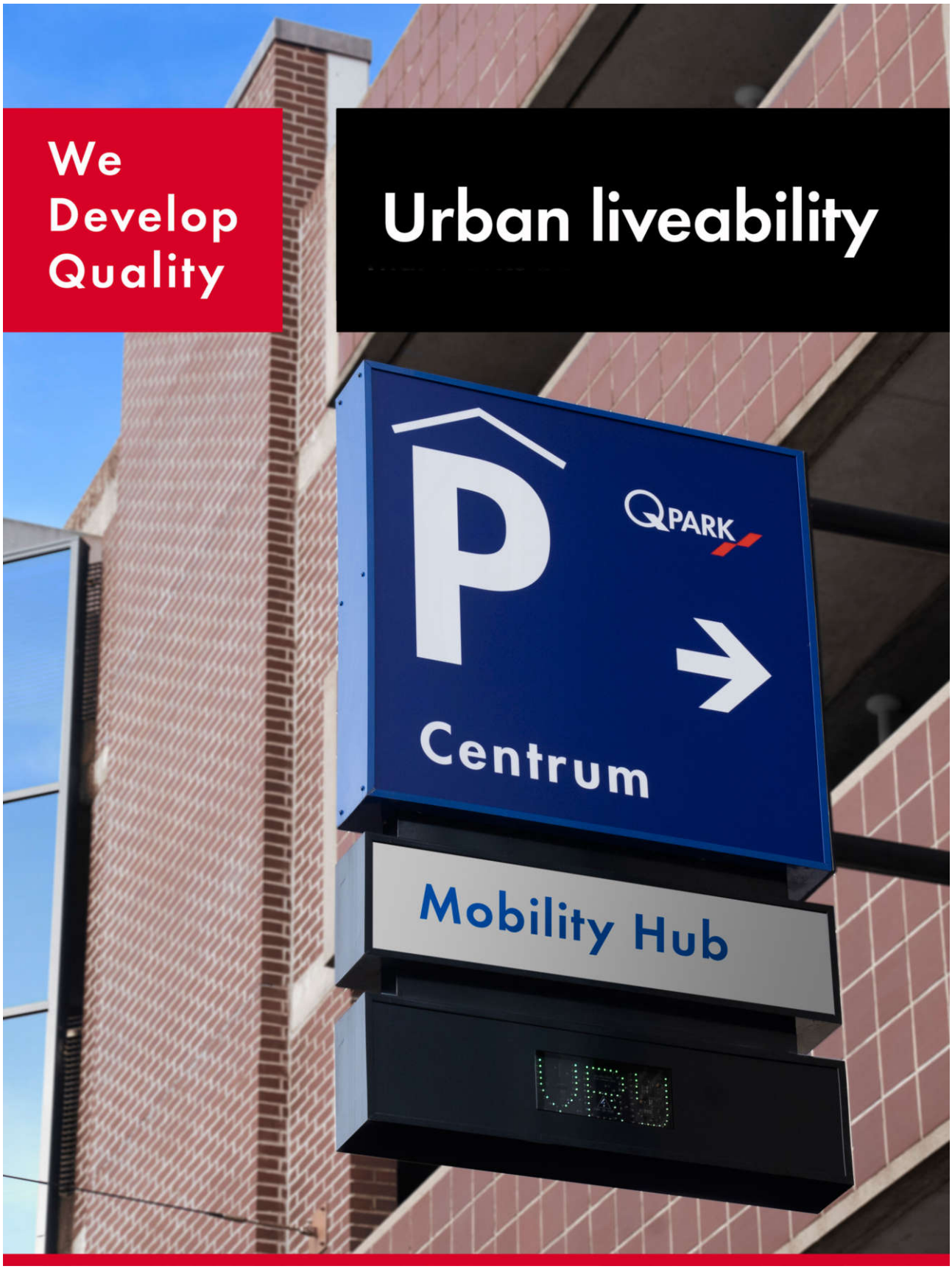
ANNUAL CSR REPORT 2024



QPARK Quality in parking

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

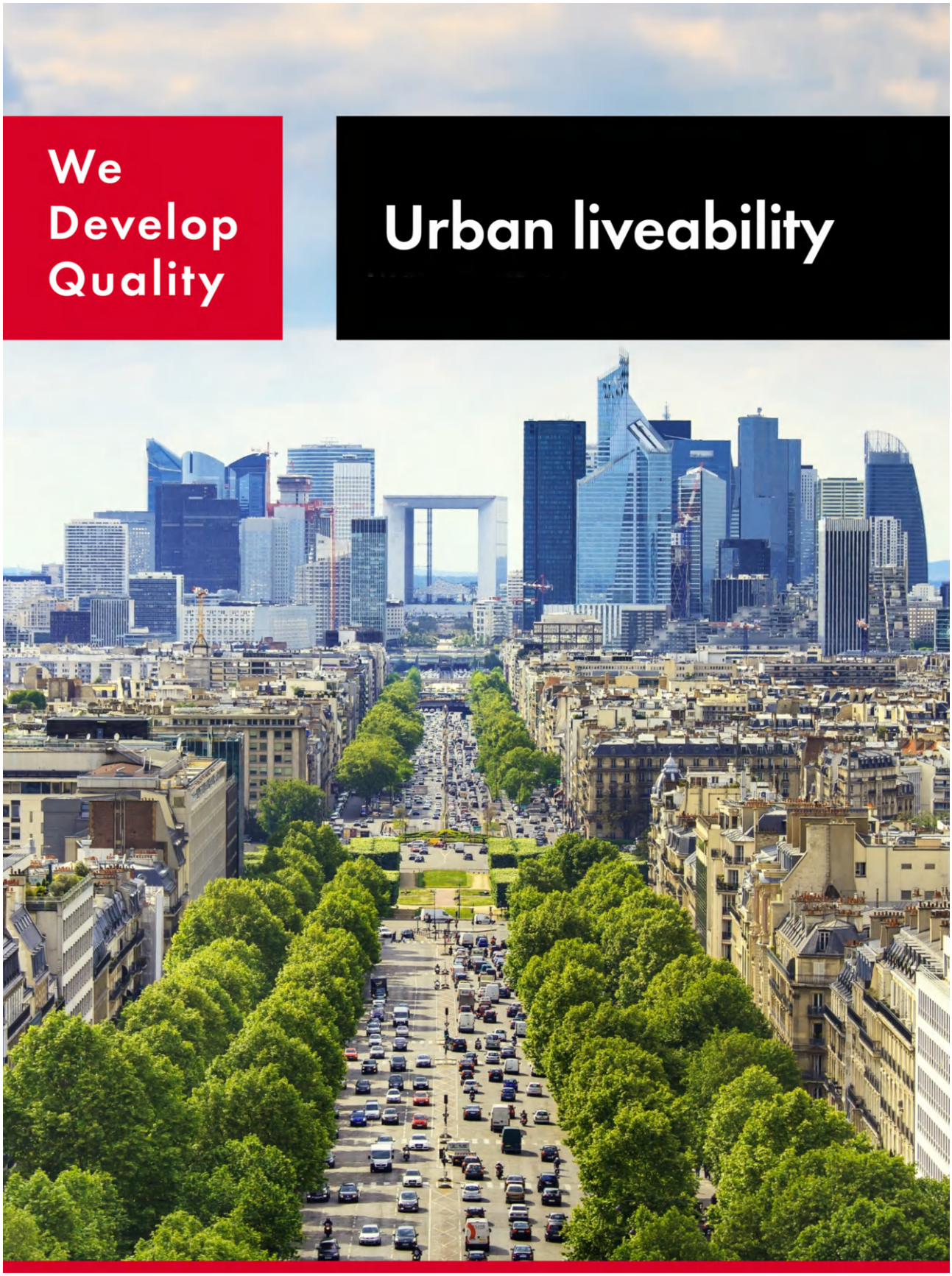
We are defining an energy procurement strategy with a focus on:

- 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.

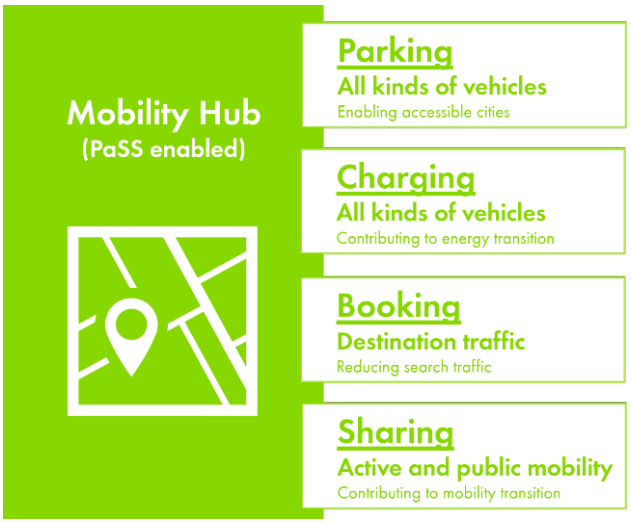



Figure 8: Mobility Hub – pillar of the SMP strategy