

Sustainability update 2022/2023

Q8 Retail Benelux





*A message from Bert Gillis
Retail & Digital Director*



We have a long way to go yet but this report features a number of promising steps we have taken in our journey towards becoming a sustainable mobility player.

These are electrifying times for our business. Literally and figuratively.

The electrification of the vehicle stock is gaining momentum and mobility as a whole must become more sustainable. While this delivers a tremendous energy boost, it is also challenging. We are always looking to innovate and experiment. Exploring new avenues to keep up with the changing market. For our colleagues, customers, partners and the world. First of all, we are fully committed to electromobility. Our Q8 & Tango electric offer continues to grow in terms of available charging points via our network across Europe and the rollout of our own Q8 & Tango electric charging points in the Benelux. This offer is aimed both at helping our customers reduce their CO₂ emissions and reducing those of our own because we are striving to make 40% of our own fleet CO₂ neutral by 2025.

But we are not just banking on electromobility. Alternative fuels are also part of our strategy. For instance, in conjunction with partners we are also focusing on the rollout of Hydrotreated Vegetable Oil (HVO) (renewable diesel from vegetable oils that cuts emissions by up to 90% compared to regular diesel). Since February 2023 part of our road transport implemented by partners has switched to HVO. By 2025 we aim to reduce our transport-related emissions by 18%.

In addition, we are pursuing the ambitious goal of making our own operational management carbon neutral by 2025. A key aspect to make this happen is the sustainable operation of our own filling stations and shops.

At the end of 2022 almost 200 retail and IDS sites were fitted with solar panels, 27% more than last

year, and with a 25% increase in electricity generation. We will continue to invest generously in solar panels in the coming year.

Moreover, we are working with partners to analyse and test new, energy-efficient cooling installations for our shops with less CO₂ emissions. Based on the test results we will plan the future-oriented replacement of these installations.

Apart from energy and emissions, we also pay a lot of attention to food waste reduction. In the past year, 85 of our shops have worked with Too Good to Go, enabling us to offer 47,000 meals.

Sustainability to us also means building a sustainable relationship with our customers. We want to put them at the very heart of everything we do. We do this among others by focusing on mobility services in a mobile-first mindset, amongst others through our new Tango app that offers a host of additional services such as car sharing and park assistance. This way we aim to offer our customers an all-in-one solution for anything they might need en route.

But the key thing is our sustainable commitment to our colleagues, who are the driving force behind this entire transformation. They put their best foot forward every single day. They explore new avenues and challenge themselves to keep learning. We try to offer them as many tools as possible, both in terms of well-being and personal development. That's why it gives me a boost to see what we have already achieved thanks to the drive and commitment of our teams. I have an unshakeable belief in our end goal: becoming a reliable and inspiring player in the field of (electro)mobility who contributes to the sustainable world of tomorrow.

Giving back to our planet



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Innovation creating prosperity



p 6

Engaging and enabling our people

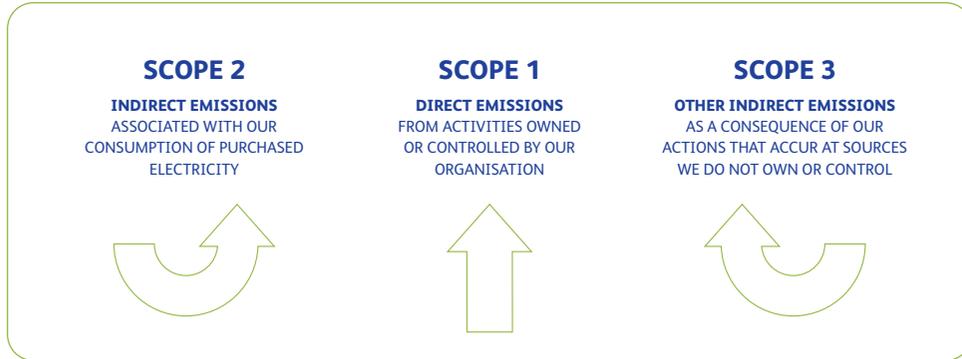


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Giving back to our planet

Taking our carbon responsibility



GHG emissions (tonnes CO₂e)

	2017	2018	2019	2020	2021	2022
Scope 1	3935	3616	3396	3596	3332	4642
Scope 2	3601	3118	2975	3040	2467	2157
Scope 3	12448	11357	11383	9640	10470	10175
kgCO₂e/sold m³	8,62	7,65	7,74	8,23	7,10	7,24

Energy consumptions and emissions from CODO shops are now allocated to Scope 3 (instead of Scope 1 and 2) based on experts' feedback and GHG protocol.

Carbon footprint

(Offices, depots and stations)



Scope 1 and 2:
6799 tonnes CO₂e

Scope 1, 2 and 3:
16974 tonnes CO₂e



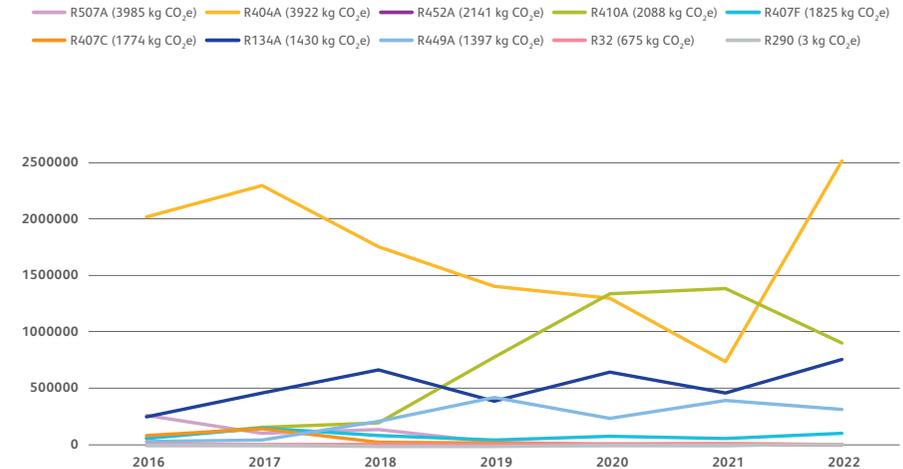
Target 2025

carbon neutral for Scope 1 and 2 emissions

Q8 Retail Benelux Evolution of CO₂ Emissions from Refrigerant Top-Up

The significant emission increase in scope 1 is only due to the top-up of refrigerants in cooling installations in station shops. Further investigation learned that we have been underreporting during previous years as a result of incomplete data management.

Monitoring and analyzing data like this bring also the opportunity to improve. Top-up data registration, monthly top-up reporting and prioritization of cooling installation replacements have been implemented already. Together with our partners for shop cooling installations, we will continue testing of new cooling techniques (e.g. with CO₂) and periodically assess cooling installation and refrigerant replacement needs and requirements.





Taking responsibility for our products

FULLY INTEGRATING E-MOBILITY INTO OUR DAY-TO-DAY ORGANIZATION

 **154,706 charging points**

available for our customers in the Q8 Benelux network (company-owned and through partners).

- BE: 29,011
- NL: 123,842
- LU: 1,853

 **Target 2025**
99% of all public charging points in Benelux

 **1,948,405 km**

driven by electric vehicles charged at Q8 charging points in Europe

- BE: 459,335 km
- NL: 1,484,365 km
- LU: 4,705 km

 **389,681 kWh electricity**

supplied via Q8 charging points in Europe

- BE: 91,867 kWh
- NL: 296,873 kWh
- LU: 941 kWh

 **34 stations**

equipped with charging points

 **Target 2025**
150 stations equipped with charging points



REDUCING CAR EMISSIONS

 **9.5% Biobased fuel**

- 2022/2023: 9.5%
- 2021/2022: 9.1%
- 2020/2021: 6.9%

 **AdBlue: 120 sites**

- 2022/2023: 120 service stations Q8/Q8 easy, Tango and IDS
- 2021/2022: 84 service stations Q8/Q8 easy, Tango and IDS
- 2020/2021: 76 service stations Q8/Q8 easy, Tango and IDS

 **Target** of offering AdBlue at more than 100 sites reached.

 **358,715 litres AdBlue sold**

Customers can also purchase AdBlue packs at **159 shops** in Belgium and Luxembourg.

AdBlue packs sold in service stations

- 2022/2023: 358,715 litres
- 2021/2022: 356,735 litres
- 2020/2021: 272,330 litres





SUSTAINABLE FUELS FOR THE FUTURE



11 service stations with Hydrotreated Vegetable Oil (HVO)

50,600 m³ HVO
purchased/blended Fuels from Organic Residue (MOTOR)



2 service stations with Liquefied Natural Gas (LNG)



14 service stations with Compressed Natural Gas (CNG)

SHOPPING MORE SUSTAINABLY

Too Good To Go



- 85 shops
- Preventing 46,996 meals from going to waste, saving up to 117.49 tonnes of CO₂

🎯 **Target** of 74 active shops - preventing 36,000 meals from going to waste, saving up to 90 tonnes of CO₂ - reached

Partnering with sustainable suppliers

- Sustainable Procurement project
- 10 sustainability criteria
- Vendor evaluation meetings



Taking responsibility for our services

TURNING OUR SERVICE STATIONS GREEN



Solar panels

247 stations equipped with solar panels

- BE: 51% of the stations
- NL: 23% of the stations
- LU: 23% of the stations

🎯 **Target 2025:** all relevant stations

The percentages above represent the as-is situation on 31 December 2022, and include the number of stations (COCO and CODO) equipped with a solar panel installation.



100% green electricity contract

for offices, depots, and service stations in Belgium, the Netherlands and Luxembourg.



REDUCING THE IMPACT OF OUR SUPPLY CHAIN

Carbon intensity logistics

2,56 kg CO₂/m³ transported

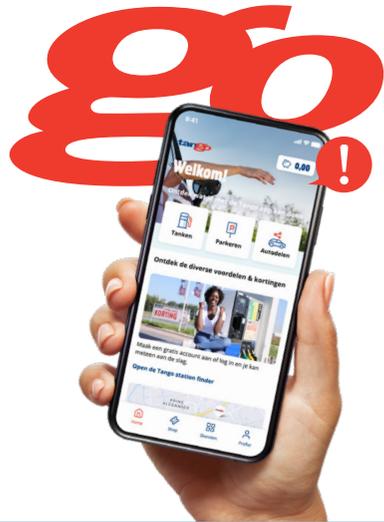
🎯 **Target 2025:** 2,40 kg CO₂/m³

Scope: Benelux retail + IDS distribution by truck, based on transported volume



Innovation creating prosperity

Focusing on the customer



Launch Tango app

Offering **personalized discounts and promotions** based on **customer needs**

Creating **convenience** for our customers through **mobile fueling**

Expanding our mobility offering

- Car sharing through Snappcar
- Parking with the app
- Linked to Tango electric

Catering to the growing mobile first community

Modernizing payment facilities

- Cashless fueling with app
- Enabling In-Car Payment

Charging electric vehicles by card and app

- At 330,000 charging points



Upgrading the shopping experience



New generation shops

- Sustainable healthy food on-the-go
- Click & collect pre-order system
- Focus on actively sorting waste

Teaming up with sustainable partners

Delhaize shops are active in The Lions Footprint, the company's action plan to reduce the use of non-renewable plastics, carbon emissions and (food) waste.



Panos focuses on locally sourced sustainable ingredients and bakery products to offer its customers a healthy product range for well-balanced nutrition and a healthy lifestyle.



Starbucks by Selecta is committed to 100% ethically sourced coffee, produced in line with its Coffee and Farmer Equity (C.A.F.E.) practice guidelines, with more than a million farmers supported through Starbucks' initiatives.





Engaging and enabling our people

Our people

364 employees



57% male, 43% female



92% contracts of unlimited duration

13% part-time

Fit for the future



>15 nationalities

33% women in leadership positions

44 average age of our employees

Exploring new ways of working



Bike leasing

89 employees lease a bike



Company cars

14% CO₂ neutral (BEV)

Target 2025: company car fleet is 40% CO₂ neutral

Q8 Corporate Academy

- Leadership Live
- STRAS Team days
- Fuel up your Brain
- Q8 sustainable info-Q&A sessions





Supporting a fit and healthy workforce with BeWell

General information & activities

3

keynote webinars

9

virtual training sessions

2

challenges

130

participants

4

expert running and cycling workshops

38

coached Q8 Runners

5

connecting events



85%

Net Promoter Score (NPS)



72%

High to very high satisfaction



75%

Increase wellbeing awareness





Contributing to a safe work environment

We continuously measure and monitor the lost time injuries (LTIs) of our permanent employees temporary employees, consultants, and contractors. This refers to physical injuries sustained at work resulting in loss of working time. As last year, we mainly observe incidents among contractors. Two out of three reported incidents are related to some form of aggression against contractor personnel on stations.

When calculating the severity rate of accidents, we go beyond the scope of LTIs and include lost working days due to mental trauma (e.g., from an armed robbery in one of our shops). The observed increase in lost workdays is mainly due to armed and unarmed aggression/criminal act.



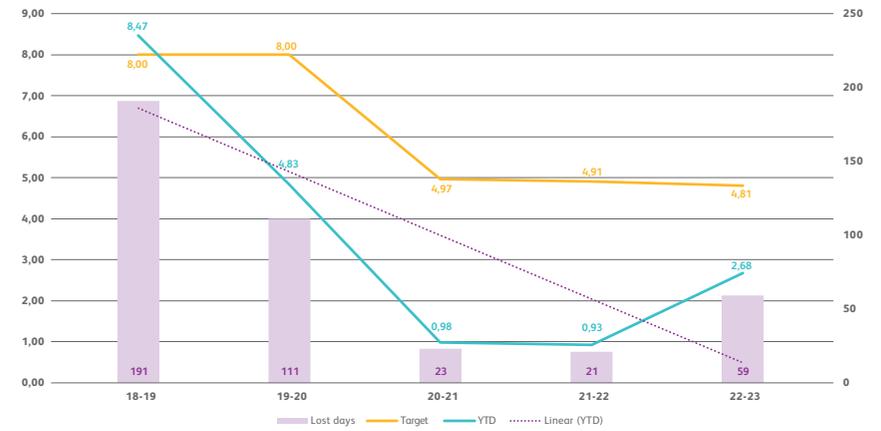
Q8 Retail Benelux Lost Time Injury (LTI) Trend



LTI is the rate of work-related incidents resulting in injuries with one or more full days of absence from work, plus fatal accidents at work, in relation to the number of hours worked.

Lost Time Injury frequency rate calculation: number of LTI cases (including fatalities) x 200,000 / total hours worked by all employees and contractors during the period covered. Mental trauma incidents are not included.

Q8 Retail Benelux LTI Severity Rate



The severity rate is the total number of days lost due to Lost-Time Injuries (LTIs) divided by the number of LTIs. Days lost due to mental trauma are taken into account here.

Severity rate calculation: Number of days lost due to LTIs x 200,000 / total number of hours worked by all employees and contractors during the period covered.

GREENHOUSE GAS VERIFICATION STATEMENT

Q8 RETAIL BENELUX

VINÇOTTE nv

Jan Olieslagerslaan 35
1800 Vilvoorde, België

Organisation

Q8 Retail Benelux
Brusselstraat 59
2018 Antwerp
Belgium

Period

01/04/2022 – 31/03/2023

Verification procedure

The verification was performed by Vinçotte in accordance with ISO14064-3 meeting the requirements of the WRI/WBCSD GHG Protocol.

Verified amount

16.974 ton CO₂-eq

User of the GHG-assertion

Internal and external stakeholders, the general public

Level of assurance

Limited assurance

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Objectives, scope and criteria:

Vinçotte performed on behalf of Q8 Retail Benelux an independent limited assurance of the anthropogenic greenhouse gas emissions between 01/04/2022 – 31/03/2023. The system boundaries for the greenhouse gas emissions are aligned with the operational control approach.

The entities within the system boundaries are located in Belgium, The Netherlands and Luxembourg.

The activities and processes taken into account for the greenhouse gas inventory are offices, fuel depots, fuel service stations and IDS stations in the Benelux.

The greenhouse gas inventory includes scope 1, scope 2 and scope 3 emissions.

- Scope 1 emissions: direct energy consumption, transport of company owned vehicles and emissions of cooling gases from air-conditioning installations;
- Scope 2 emissions: purchased electricity consumption;
- Scope 3 emissions: km driven by third parties for the transport of goods commissioned by Q8 Retail Benelux, business travel by air (short-haul and long-haul international flights), business travel by rail (no travels during reporting period), km travelled with private cars for business travel purposes and downstream leased assets (CODO Shop energy & emissions).

The greenhouse gases included were: CO₂, CH₄, N₂O, HFC's, PFC's, SF₆ and other refrigerant gasses not included in the Kyoto-Protocol. The data and information for the greenhouse gas inventory were mainly historical in nature. Extrapolations were performed for missing data.

The verification consisted of an independent review of the primary data, the emission factors and the greenhouse gas calculations. The goal was to verify if the data and the results of the greenhouse gas calculations were complete, reliable, transparent, accurate and free of material errors or omissions.

Conclusion

Vinçotte has verified the greenhouse gas assertion of Q8 Retail Benelux of 16.974 ton of CO₂-eq. in 2023 to a level of limited assurance.

The greenhouse gas inventory was prepared according to the requirements of the WRI/WBCSD Greenhouse Gas protocol.

Based on the work undertaken, nothing came to the attention of Vinçotte to indicate that the reported GHG emissions of Q8 Retail Benelux for the period of 01/04/2022 – 31/03/2023 are materially misstated.

Declaration of independence

The verification was carried out by Vinçotte as an independent third party.

On behalf of Vinçotte,
3/8/2023

Ramses Sterckx
Lead Contract Engineer

ir. Evert Vermaut
Team Leader

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VERIFICATION STATEMENT

Q8 RETAIL BENELUX

VINÇOTTE nv

Jan Olieslagerlaan 35
1800 Vilvoorde, België

Organisation

Q8 Retail Benelux
Brusselstraat 59
2018 Antwerpen
Belgium

Scope

On behalf of Q8 Retail Benelux, Vinçotte performed an independent third party verification of the selected KPI's described below and reported in the sustainability report of Q8 Retail Benelux.

Verification was performed on the following KPI's:

1. The number of fuel stations in the Benelux with solar panels;
2. The number of fuels stations in the Benelux with AdBlue, CNG or LNG;
3. The number of charging points for electric vehicles in the Benelux;
4. The fact that the current fuel oils provided, exist for 9.5% out of bio-based fuels in the Benelux;
5. The number of fuel stations with Hydrotreated Vegetable Oil (HVO) in the Benelux;
6. HR data;
 - a. Number of total employees;
 - b. Men to women ratio;
 - c. Age-based distribution;
 - d. New employees hired during 01/04/2022 – 31/03/2023;
 - e. Total employees covered by Collective bargaining agreement.

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Level of assurance

Limited assurance

Declaration of independence

The verification was carried out by Vinçotte as an independent third party.

Conclusion

Based on the work undertaken, nothing came to the attention of Vinçotte to indicate that the reported KPI's of Q8 Retail Benelux are materially misstated. Detailed explanations regarding the work undertaken by Vinçotte can be found in the verification report 61188549_Q8KPIASSURANCE.

23/6/2023

Ramses Sterckx
Project Engineer

ir. Evert Vermaut
Team Leader

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Do you have any suggestions about our sustainability report?

Contact us: communications@Q8.com

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