

Sustainability report 2021/22

Q8 Retail Benelux





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A message from Koen Vankelst, IT, Business Improvement and Sustainability Director

The evolution in our market and in mobility is unrelenting, accelerated further by the pandemic with its lasting effects. Within this changing world, we are working on our own transformation path. Sustainability takes centre stage in this effort, and on multiple levels.

Inspired by the United Nations' Sustainable Development Goals (SDGs), we are taking up our responsibility. In the past year, our sustainability goals and projects have been sharpened and broadened. Through our own strength and an ecosystem of solid partnerships, we want to make the company future-proof with a focus on Planet, Innovation, and People.

We have a clear vision of working towards smart and sustainable mobility. With digitalisation, electrification, renewable energy, and the sharing economy as pillars, we are redesigning the customer experience and converting our stations into mobility hubs. To make the transformation from a classic oil company to a sustainable mobility player, we have anchored innovation within the organisation.

We are further leveraging our current business to graft new sustainable services onto it: a new generation of shops responding to the demand for tasty and healthy snacks on the go; 360° mobility services such as car sharing platforms, loyalty programmes, and smart apps (from help with parking to roadside assistance); and intensive R&D, offering an ever wider range of products — such as HVO fossil-free diesel and, in the more distant future, hydrogen — with which we are expanding the range of sustainable alternatives for customers.

At the same time, we are making our own business operations more sustainable, working towards our ambitious goal of being carbon-neutral by 2025. We are doing this by investing

in more environmentally friendly road transport, more efficient buildings, depots and stations, and renewable energy. This also includes finance and procurement, as part of making the entire value chain more sustainable, with a focus on monitoring and transparent reporting. And we are working hard to promote an internal sustainability awareness and culture.

It takes courage to question yourself radically. To do things differently than we have been used to for so long. That is why we are so proud of our employees, the real energy of our organisation. We are fully committed to providing the best place to work, encompassing well-being and individual development, within an environment where people are given far-reaching freedoms to explore new pathways. Our BeWell programme with our colleagues continues to expand and deepen year after year, promoting healthy minds in healthy bodies.

We are proud of what we have achieved so far, but our journey has only just begun. We are looking to the future with confidence, full of ambition, and with a passion to keep innovating — to be at the forefront of the mobility transition for our customers, partners, colleagues, and the world. We will continue to take responsibility, as a reliable and inspirational mobility player, to help build a more sustainable world of tomorrow.

Koen Vankelst
IT, Business Improvement and
Sustainability Director



Giving back to the planet

Taking our carbon responsibility



Carbon footprint (Offices, depots and stations)

Scope 1 and 2: 8,667 tonnes CO₂e

Scope 1, 2 en 3: 14,494 tonnes CO₂e

Target 2025: carbon neutral for Scope 1 and 2 carbon emissions

Taking responsibility for our products

Reducing car emissions



9.1% of biobased fuel



AdBlue: 84 sites

Target 2025: > 100 sites



356,735 litres of packed AdBlue were sold in the shops

Sustainable fuels for the future



10 stations with Hydrotreated Vegetable Oil (HVO)

53,150 m³ HVO purchased/blended Fuels from Organic Residue (MOTOR) BioSFerA Hydrogen

Fully integrating e-mobility into our day-to-day organization



112,366 charging points Benelux

Target of offering customer access to 95% of charging points within Benelux reached



961,462.72 kWh electricity supplied via Q8 chargers in Europe



4,807,313.6 km driven by electric vehicles charged at Q8 charging points in Europe



31 stations equipped with charging points

Target 2025: 150 stations equipped with charging points

Taking responsibility for our services

Turning our service stations green



100 % green electricity contract Benelux (1/1/2022)



Solar Panels

- BE: 44% of the stations
- NL: 11% of the stations
- LU: 13% of the stations

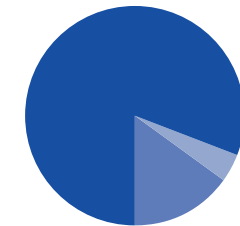
Target 2025: all relevant stations



Electricity usage

81%

Green grid electricity stations BE and NL



4% Solar Panels Benelux

15% Grey grid electricity stations LU

Shopping more sustainably

Too Good To Go
69 shops
28,000 Too Good To Go meals

Reducing the impact of our supply chain



Carbon intensity logistics: 2.58 kg CO₂e/m³ sold

Partnering with sustainable suppliers

- Sustainable Supplier Code
- 10 sustainability criteria
- Vendor evaluation meetings



Innovation creating prosperity

Focusing on the customer

- Roadside assistance and insurance
- Reducing the customer's carbon footprint
- Transition to more sustainable transport
- Monitoring the importance of sustainability for service station users

Addressing changing mobility behaviour



Creating mobility hubs



Vehicle sharing

Catering to the growing mobile first community

- Cashless fuelling
- Modernising payment facilities
- Rewarding customer loyalty
- Facilitating truck fleet management
- Charging electric vehicles by card
- Giving access to a range of mobility services
- Alleviating parking stress
- One smart application for a more seamless journey

Upgrading the shopping experience

- New Generation Shops



Engaging and enabling our people



Our people



345 employees



Male 58%



Female 42%

94% of our contracts are of unlimited duration

16% part-time

Exploring new ways of working

- Supporting a digital workforce remotely
- Experimenting with the office of the future
- 21% electric or hybrid cars

🎯 **Target 2025:** Company car fleet is 40% CO₂ neutral

Fit for the future

28% women in leadership positions

> 15 nationalities

44 is the average age of our employees

Q8 Corporate Academy

- Leadership Live
- 5 Sustainability training sessions
- 5 HR Connectivity sessions

Supporting a fit and healthy workforce by our BeWell Program

2 virtual training sessions

5 webinars

8 challenges

35 coached Q8 runners joining the Antwerp Marathon

40 Start2Run runners

98% program awareness





About

Operating since 1983, and now one of the most respected, trusted, and reliable energy suppliers in the world, Q8 is a major energy conglomerate with close to 5,000 service stations across Europe, including 700 in the Benelux.

As well as 700 service stations in the Benelux under the brand names Q8, Q8 easy, and Tango, the company also has a strong network of 'Shop & Go' convenience stores in partnership with Delhaize, Panos, and Starbucks by Selecta. In addition to the production, marketing and sales of Q8 lubricants, Q8 also operates multiple International Diesel Services (IDS) stations and state-of-the-art research facilities in Rotterdam through Q8 Research.

Although Q8 has a solid reputation as a fuel company, we aim to be much more than that. That is why we, Q8 Northwest Europe, and Global Cards Business (GCB) in the Benelux, have embarked on a transformation journey to become a sustainable mobility player, expanding our current business by offering e-mobility with Q8 and Tango electric, sustainable fuels, and innovative services that will guide us in shaping the mobility of the future.

Current Business 2.0

Building on our current business, we are expanding our **on-the-go fuel and shop experience** and our direct sales offer, introducing new services for customers and broadening our offering to retail. Q8 currently offers customers mobile payment and food delivery solutions, and we are looking to extend this by seeking new partners in the food sector and other areas.

We are continuously developing **innovative applications**, exemplified by **parking and roadside assistance** on a pay-per-use rather than subscription model, recognising the shift from vehicle ownership to shared use. We have also invested in SnappCar, the biggest car sharing company in the Netherlands.

E-mobility

With **Q8 electric** and **Tango electric** we offer access to a fast-growing network of rapid-charging infrastructure, both at our own service stations and in the public domain. By partnering with some of the biggest charging station operators, our customers can use their Q8 and Tango electric card to charge their electric vehicle at more than 200.000 publicly accessible charging points in Europe.

Mobility services

Our focus is on the customer journey of the future and we are constantly adding innovative **mobility services** to our fuel and shop offer. We use our brands and mobility assets to connect with other mobility players and build loyalty, creating value for our customers, employees, and the company itself.





Customer-centric

Q8 strives to be the best possible mobility partner for customers throughout the whole journey. We are in **a constant conversation** with our customers through a range of channels and use social media intensively. We aim to **understand customer behaviour** and measure satisfaction and loyalty so that we can fulfil their current and future needs.

Through **Q8 smiles**, our loyalty programme in Belgium and Luxemburg, customers can make cashless payments, earn free Smiles every time they fuel or shop, and save up for worthwhile gifts. The Q8 smiles app was the first to cover all banks for **mobile fuelling**. We also plan to go live with our loyalty programme in the Netherlands, and explore and introduce **new services** to make the customer journey more enjoyable and sustainable.



Engage and enable

With Q8 Northwest Europe and Global Cards Business in the Benelux employing around 350, the employee experience, as much as the customer experience, is an essential pillar of Q8's vision. Q8 culture is built on people taking responsibility for what they do, collaborating, innovating, experimenting and growing together.

We engage and enable our employees by creating a modern, trusted, and learning environment. We work on the well-being of our people, with optimised HR procedures, making us fit and fully prepared for what the future brings.



Q8 sustainability

This roadmap is intended to provide a home for the many sustainability actions not covered by the other strategic pillars, such as initiatives in our shops and depots, the sustainability requirements we place on our suppliers, and the training and awareness projects within our

organisation and aimed at employees. It also includes monitoring and reporting, including through this sustainability report and Corporate Sustainability Assessment initiatives. As for the other roadmaps, we have put in place a fully structured programme and project approach to align projects and set deadlines and objectives.



About this report

In this second sustainability report produced by Q8 Retail Benelux, we aim to describe to our stakeholders what sustainability means to Q8 and discuss the most material aspects of our sustainability performance in 2021 and into 2022.

The report covers:

- Q8 Retail’s marketing and sales of fuels and associated products and services in the Benelux through the company-owned or rented network of Q8, Q8 easy, and Tango service stations.
- Electric vehicle charging solutions under the brands Q8 electric and Tango electric.
- The fuel storage and distribution depots we use for direct sales to our customers.
- The Q8 liberty card, a service for professional drivers in the Benelux.
- The International Diesel Services (IDS) brand, one of Europe’s leading fuel-card suppliers offering a complete set of products and services for international transport companies.

The report does not cover:

- The Q8 Oils blending plant for lubricants in Antwerp (BE).
- The Q8 Research and technology facilities at Europoort (NL).

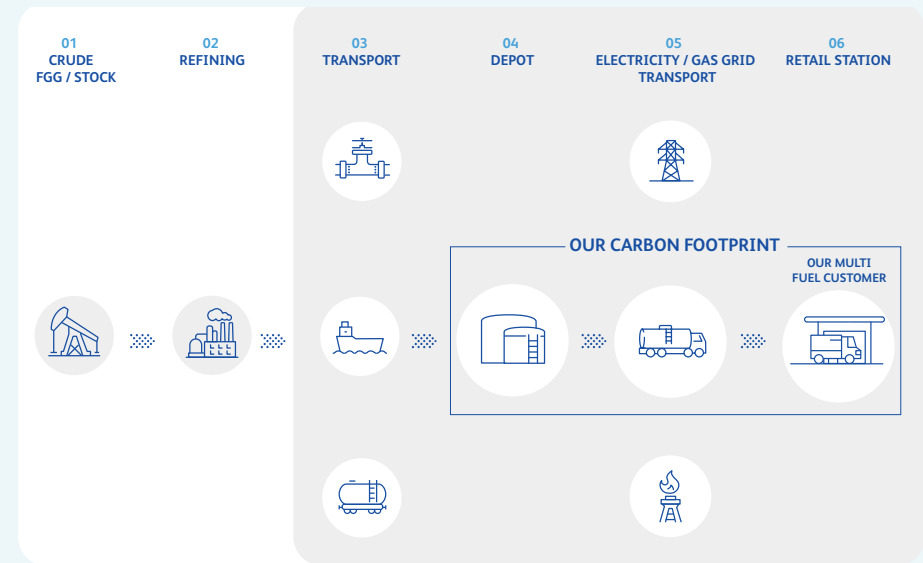
- International Diesel Services (IDS) operations outside the Benelux.
- The Q8 Aviation fuelling services at international and regional airports.

The Q8 Retail Benelux Sustainability Report is drawn up in accordance with the **Global Reporting Initiative** (GRI) standards, Core level. This comprehensive framework is widely used around the world for its credibility, consistency, and comparability, and is now the de facto standard for sustainability reporting.

The current report also takes into account the **GRI Sector Standard for the Oil and Gas Sector** (GRI 11) published in October 2021. GRI 11 focuses on the sector’s most pressing challenges for sustainable development.

This report also refers to the **Sustainability Accounting Standards Board** (SASB) framework for oil and gas, which identifies the subset of ESG issues that are most relevant for investors, creditors, and internal financial stakeholders in the oil and gas sector.

Our activities



The report was also built around the six most relevant **UN Sustainable Development Goals** (SDGs) for which we believe we can make a significant contribution in addressing the world’s biggest sustainable development challenges.



This sustainability report has been extensively evaluated by internal and external stakeholders.

- **Internally**, we sought as much involvement as possible from Q8 employees through a series of in-depth interviews and sustainability trainings.
- **Externally**, we asked a diverse group of customers, suppliers, and partners to evaluate the report.



The path to a more sustainable future

Europe's ambition is to become the first carbon-neutral continent in the world by 2050. How the EU intends to achieve this ultimate goal is taking shape through various deals, packages, and legislative initiatives. At Q8, we are ready to play our part and reduce the carbon footprint of the oil and gas sector. And we aim to do even more than that. We also want to address our impact on other aspects of sustainability – social, environmental, economic – and thus contribute to a more sustainable world for everyone.

The world's commitment to a low-carbon future

Most of the world's countries have committed to combating climate change, as outlined in the **Paris Agreement**. The overall objective is to **limit global warming to well below 2°C and pursue efforts to limit it to 1.5°C**. The International Panel on Climate Change (IPCC) warns that continuing to emit greenhouse gases (GHG) at the current rate could result in dangerous global temperature increases leading to an elevated risk of extreme weather and climate events. Other reports argue that, with current policy commitments, the world is heading toward a dangerous 3.2°C rise in temperature by 2100.

The European Commission translated the Paris Agreement objectives into the **European Green Deal**. Its ambition is for Europe to become the world's first climate-neutral continent and reach **net-zero GHGs by 2050**. Reaching this objective is indispensable if global warming is to be limited to 1.5°C above pre-industrial levels, a level predicted to pose significantly lower risks to natural and human systems than a 2°C rise.

In pursuit of this ultimate goal, the European Commission proposed **a 2030 emissions reduction target of net 55% compared to 1990 levels**. To achieve this ambition, the Commission issued the 'Fit for 55' package of legislative proposals to revise the entire EU 2030 climate and energy framework, including:

- The revision of existing legislation to accelerate the deployment of infrastructure for recharging or fuelling vehicles with alternative fuels (revised Directive on the **deployment of alternative fuels infrastructure**).
- A more ambitious **EU Emissions Trading System** to cover emissions from fuels used in road transport (2025).
- The revision of the **Fuel Quality Directive** (FQD) and the **Renewable Energy Directive** (RED), which set new targets for sustainable fuels.
- The revision of the **Energy Taxation Directive** (ETD) to promote green technology and renewables.

To support the transition to cleaner, greener, and smarter mobility, in line with the European Green Deal, the European Commission launched its **Sustainable and Smart Mobility Strategy**. This strategy is set to modernise the EU transport system, with green alternatives widely available and the right incentives put in place to drive the transition.

Practical milestones are designed to keep the journey towards a smart and sustainable future on track. By 2030, at least 30 million zero-emission cars will be in operation on European roads and, by 2050, nearly all cars, vans, and buses, as well as new heavy-duty vehicles, are expected to be zero-emission.



Sustainability challenges in the oil and gas sector

The oil and gas sector is set to play a vital role in the transition to a low-carbon economy. According to the Global Reporting Initiative (GRI) supplement for the oil and gas sector, **GHGs released during the extraction, refining, and burning of oil and gas represent 55% of all energy-related GHG emissions.**

In addition to their climate impact, the activities of the oil and gas sector also have an **impact on the environment and people**, including biodiversity, soil, water, and air quality, as well as human rights, human health, conflicts, and social disruption.

Our commitment to a sustainable society

Q8 is committed to playing its part in building a more sustainable future. One of the sustainable impacts we want to tackle is our **carbon footprint**, thereby contributing to a low-carbon economy. After calculating our current footprint, we set out a series of actions to strengthen our positive and reduce our negative impacts on carbon emissions throughout our sector's value chain.

The oil and gas sector is particularly relevant to achieving Goal 13: Climate Action and, given the potential impact of climate change on the development agenda, this will influence the achievement of every goal, while contributing to the transition to a low-carbon economy. The oil and gas sector also plays a fundamental role in achieving Goal 7: Affordable and Clean Energy. Ensuring access to energy for all, while transitioning toward a low-carbon economy is one of the challenges faced by the sector.

GRI sector supplement
Oil and Gas

To be sure we are heading in the right direction and taking the most effective action, we asked CO₂logic, a consultancy firm specialising in carbon reduction programmes, to challenge our programme and help us fine-tune where necessary (read more about this in the 'Planet' chapter).

In addition to reducing our climate impact, we also aim to address our other impacts. The oil and gas products we deliver are key pillars of the global energy system and drivers of economic and social development. As a consequence, we have embraced the **Sustainable Development Goals (SDGs)**, launched by the United Nations in 2015 to help countries end poverty, protect the

planet, and ensure global prosperity as part of a new sustainable development agenda. These SDGs offer crucial guidelines and parameters, allowing us to shape our strategy and contribute to building a more sustainable future. In general, all the SDGs are relevant to the oil and gas business. However, we want to focus our efforts on those areas where we can make the most difference. Working with slidingdoors, a corporate social responsibility (CSR) consultancy, we conducted an extensive benchmarking exercise, consulted with a number of our customers and partners, and ran an internal survey to identify the following SDGs on which to concentrate our efforts.



This resulted in the following selection of SDGs:

These six SDGs are the cornerstones of our Q8 sustainability programme. They guide us in taking the appropriate decisions to ensure the future resilience of our business.



Giving back to the planet

SDG nr. 7 Affordable and Clean Energy

It is our ambition to give our customers access to sustainable energy. We aim to do so by continuing to innovate and expand our sustainable fuels offer, and by ensuring access to electric charging stations in as many places as possible: at home, in service stations, at work, and in the public space.

SDG nr. 13 Climate Action

After calculating our carbon footprint, we developed a programme to reduce the carbon footprint of our depots and service stations, as well as for the transportation between them. In addition, we invest in the development and offering of sustainable fuels and electric mobility to help our customers reduce their climate impact. In this way, we want to make a positive contribution to the fight against climate change.

Creating prosperity through innovation

SDG nr. 9 Industry, Innovation and Infrastructure

We want to guarantee our customers a hassle-free service experience at home, in our service stations, and on the go. To achieve this, we are expanding our fuel and shop experience as well as our direct sales offer, while introducing new retail and mobility services and extending them to home and office energy and services.

SDG nr. 11 Sustainable Cities and Communities

Q8 wants to be the overall hub for every customer's mobility needs by developing services whereby people can easily switch between transportation modes or use a shared car, for example. They should also be able to pay for fuel using the Q8 smiles app, charge their electric vehicles at convenient Q8 charging stations, and shop for food and drink at Q8 (partner) shops.

Engaging and enabling our people

SDG nr. 3 Good Health and Well-Being

We are surfing a wave of change, transforming Q8 into a sustainable mobility player. Throughout this journey, we put everything to work in pursuit of giving our customers a sustainable experience. Our own people play a central part in achieving this ambition, and that is why we engage and enable our employees by creating a modern and digital work environment, with optimised HR procedures, focusing on employee well-being to make us fit and fully prepared for what the future brings.

SDG nr. 8 Decent Work and Economic Growth

We want to be an attractive employer and hire the talent that will support our business growth. From the moment they onboard to the moment they leave the company, we want to assure our people a positive Q8 experience throughout which they feel engaged and enabled to discover and achieve their career ambitions.



Our sustainability roadmap

We have already taken numerous steps in our Q8 sustainability programme in recent years: calculating our greenhouse gas emissions, creating dedicated working groups, conducting benchmarks, launching sustainability actions, and organising training sessions. In the years to come, and taking into account stakeholder input, we will further embed sustainability in the organisation, raising awareness and increasing knowledge and commitment. We will continue our ongoing initiatives and innovative efforts to enhance our sustainable performance and develop practical emission reduction targets.

Our sustainability roadmap has three building blocks, each with its own set of objectives, desired outcomes, and interrelated milestones to be achieved along our sustainability journey.

1. Sustainable Q8-owned service stations, shops, depots, and supply to customers.
2. Creating an internal sustainability awareness and culture among our colleagues.
3. Sustainability monitoring, reporting, and communication.

We firmly believe that we can achieve our sustainability ambitions faster and increase the impact of our actions by scaling up and joining forces with third-party experts. We have therefore taken, and will continue to take, various initiatives with trusted partners.



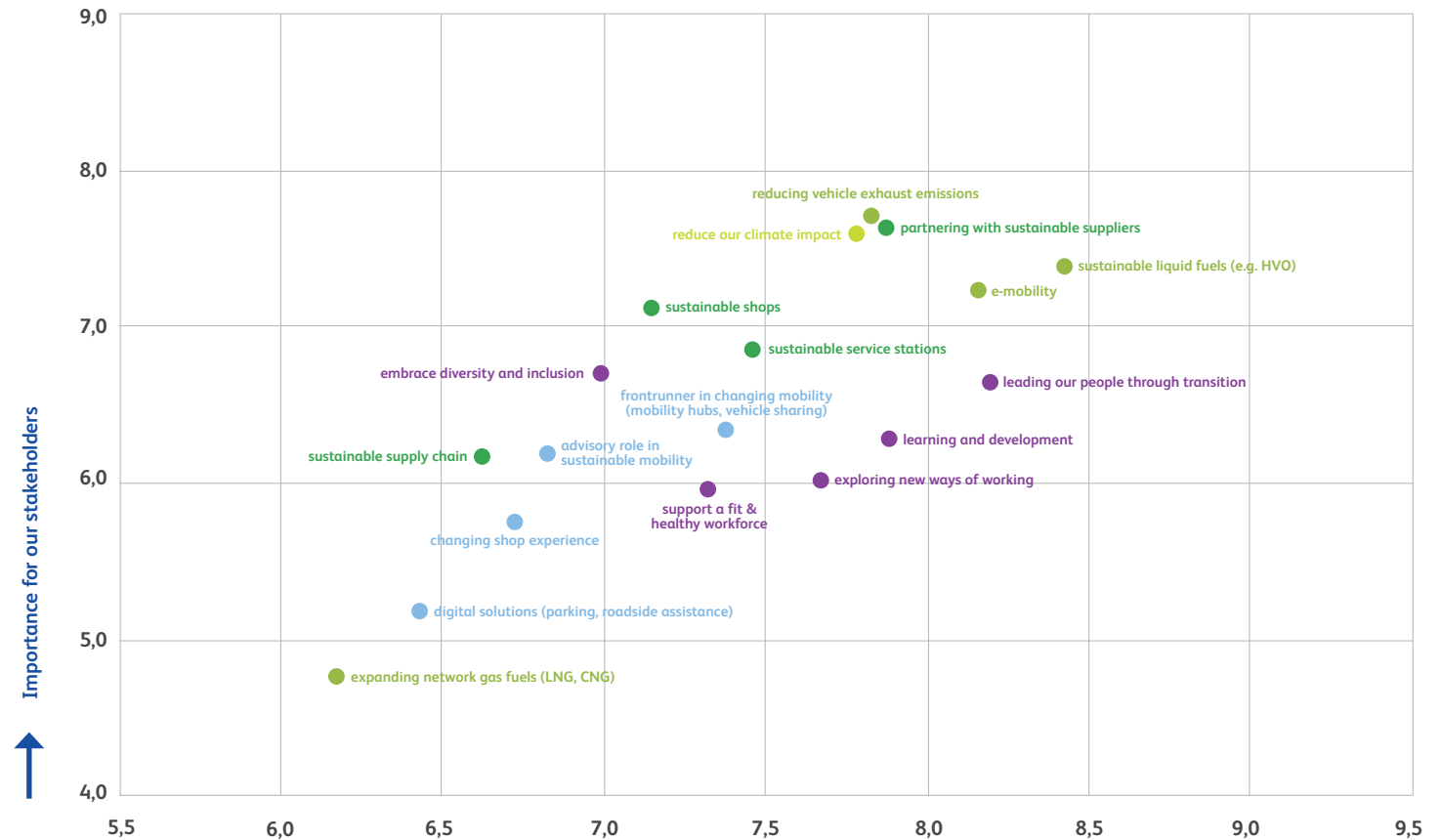


Input from our stakeholders

In 2021, we organised a stakeholder meeting where we ranked each sustainability theme in this report according to its contribution to Q8's business success and its importance to customers and society – our materiality matrix.



Materiality matrix Q8



→ Impact on Q8's business success

- PLANET: taking responsibility for our carbon footprint
- PLANET: taking responsibility for our products
- PLANET: taking responsibility for our services

● INNOVATION

● ENGAGING AND ENABLING OUR PEOPLE



The main conclusions of the stakeholder panel were:

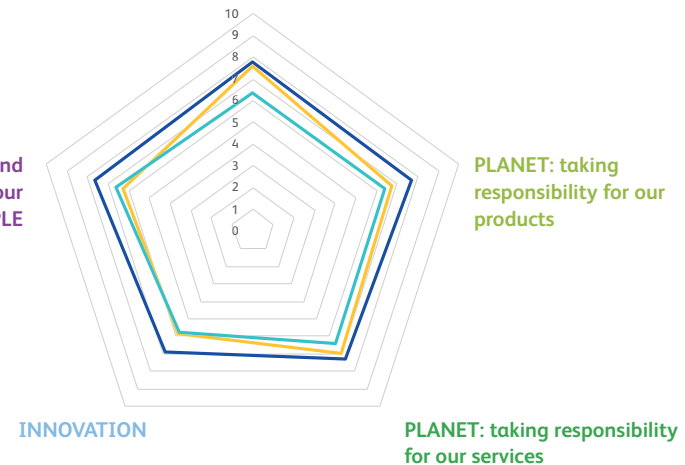
- Our stakeholders attach the highest importance to our efforts to reduce our carbon footprint, to offer sustainable alternatives to traditional fossil fuels, and to make our service stations greener.
- They expect us to develop our carbon reduction programme further and raise the bar with our targets.
- We meet stakeholder expectations in terms of people management, innovation, and services.
- Our internal stakeholders find it especially important that we lead our people through the transition and that we focus on e-mobility and digital services.

These aspects have been taken into account in the further development of the sustainability roadmap.

PLANET: taking responsibility for our carbon footprint

Engaging and enabling our PEOPLE

PLANET: taking responsibility for our products



— Maturity — Impact on Q8's business success — Importance for our stakeholders



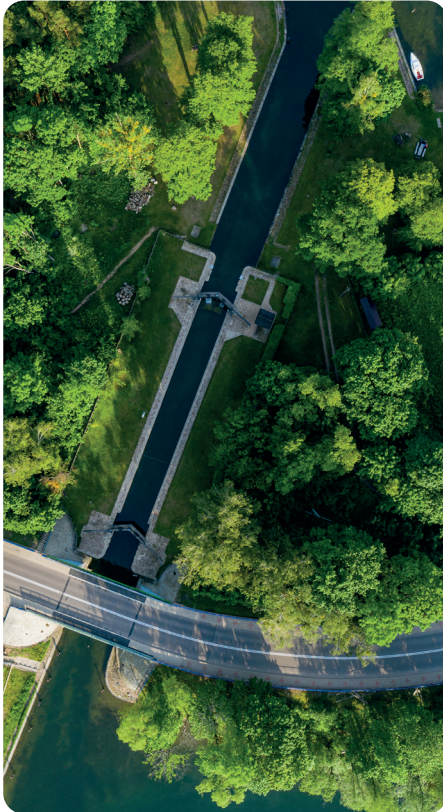
“Q8 has started its transformation process. It is crucial that we keep on changing gear to hold on to the market evolutions.”



“As one of the best-known fuel companies in Belgium, Q8's focus on sustainable development is also notable. Q8's contribution to sustainable energy not only contributes to the company's own growth, but also to the world's energy crisis and climate problems. Q8 is a good example of how a company's focus on sustainability and its own development can go hand in hand.”



“It's important to inform oneself about sustainability and the developments in this regard. I shared the info with my direct reports.”



Sustainability is now the responsibility of the Quality, Environment, Security, Safety and Health department

Because of the strategic importance of sustainability to our company, we decided in 2021 to transfer responsibility for the Q8 sustainability programme from Supply Chain to the Quality, Environment, Security, Safety and Health (QESSH) department. To improve the governance of the sustainability programme and create a solid foundation, sustainability was added as a new pillar to Q8's strategic transformation journey. While several sustainability topics are already included in existing roadmaps, other areas had not previously found a home, such as sustainable business reporting, sustainable suppliers, training and awareness, and energy management.

Sustainability now has its own roadmap, steering committee, and working group, and we are further developing our sustainability dashboard.



Transferring the sustainability programme to our department was the right thing to do. It allows us to have dedicated resources on this topic, as well as ensure alignment with closely related domains such as energy management, environment, and health & safety that are already under our ownership. Moreover, because of the transversal scope of our department, we are in continuous interaction with all departments, placing us in the perfect seat to drive the Q8 sustainability programme."

Patrick De Baere
QESSH Manager, Q8 Northwest Europe

Q8 is EcoVadis silver medallist

In January 2022, Q8 was awarded the EcoVadis silver medal, an important recognition of our sustainability efforts. EcoVadis evaluates how well a company has integrated the principles of sustainability and CSR into their business and management systems. Their methodology is built around international sustainability standards, including the Global Reporting Initiative, the United Nations Global Compact, and ISO 26000.

The evaluation covers 21 criteria in four areas: environment, social responsibility and human rights, ethics, and sustainable purchasing. Being awarded the silver medal means that our sustainability performance ranks equal to or above that of 74 percent of all companies rated by EcoVadis. This promising result stimulates us to take things to the next level. We will be using the Ecovadis recommendations to address our areas for improvement, and continue to explore their monitoring tools and the opportunities they identify in our supply chain



Taking our carbon responsibility

Taking responsibility for our products

Taking responsibility for our services



Giving back to our Planet

The oil and gas sector is responsible for 55% of the energy-related emissions of greenhouse gases. At Q8, we are fully committed to do our part to reduce this climate impact.

We take our carbon responsibility seriously and continuously invest in further improving our environmental performance. In doing so, our aim is to make our own operations carbon neutral by 2025 and assist our customers in making their journeys more sustainable.

Taking our carbon responsibility

Key results 2021/2022



Carbon footprint
(Offices, depots and stations)

Scope 1 and 2: 8,667 tonnes CO₂e

Scope 1, 2 and 3: 14,494 tonnes CO₂e

Target 2025: carbon neutral for Scope 1 and 2 carbon emissions

At Q8, we are committed to reducing our carbon footprint by limiting the emissions under our direct ownership or operational control (Scope 1) and from our purchase of electricity (Scope 2). We have developed a dedicated programme to reduce our greenhouse gas emissions and **become carbon neutral for our own operations (Scope 1 and 2) by 2025.**

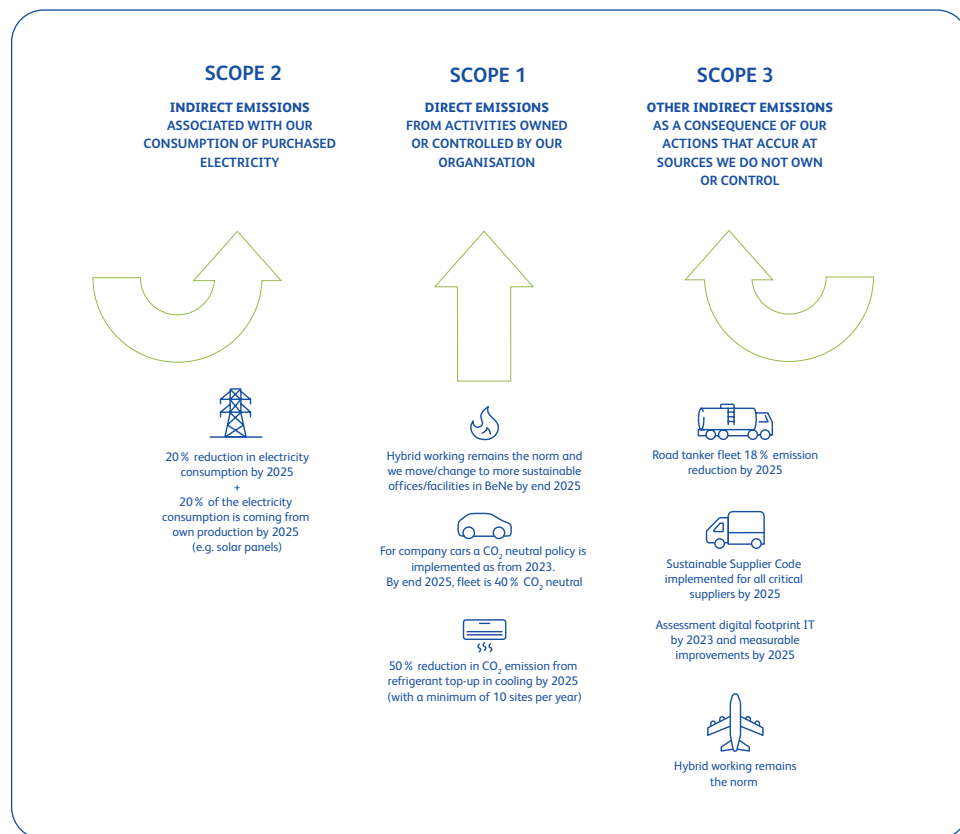


To achieve this goal, we have developed a set of target-oriented objectives and action points:

- **Reduction targets** within our own value chain to reduce our own carbon footprint.
- **Offsetting targets** to support climate projects outside our own value chain. These actions do not reduce our carbon footprint but, by supporting additional and certified climate projects, we can offset our own emissions and become carbon-neutral according to the PAS2060 standard.
- **Avoided emissions** through more sustainable products and services will not reduce the company's carbon footprint, but will contribute to net-zero emissions at planetary level.



Our carbon footprint and reduction targets



We are continuously fine-tuning the roadmap for carbon neutrality by 2025 with a focus on reduction actions related to our service stations, company cars, and logistics, because of their clear interaction and the exemplary role we have regarding products and services we put on the market.

In addition, we are implementing other measures such as internal carbon pricing and domestic offsetting where they help to integrate a focus on climate into our processes.

Reducing our own carbon footprint will enable us to better support our customers on their path to a low-carbon future.

Steven Clauwaert
Supply & Logistics Operations Manager at Q8

GHG emissions (tonnes CO₂e)

	2016	2017	2018	2019	2020*	2021
Scope 1	4,054	4,468	4,104	3,886	3,814	3,229
Scope 2	7,877	8,035	6,575	6,382	5,618	5,438
Scope 3	6,904	6,982	6,895	7,006	5,411*	5,827
Scopes 1, 2 and 3 combined total	18,835	19,485	17,574	17,274	14,843	14,494
kg CO₂e/ m³ sold	8.31	8.40	7.43	7.53	7.59	6.41

* Reduced volumes sold due to corona crisis

Note: volumes from IDS Benelux have been added and all previous years have been recalculated.

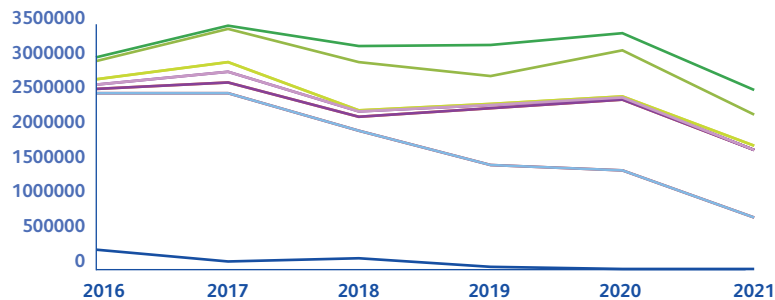


Between 2016 and 2021, our carbon footprint decreased. The main reasons for this downward trend are the following:

- We achieved a significant reduction in relation to refrigerant top-up (Scope 1) as a result of the preventive replacement of all cooling unit evaporators of a particular type that caused leaks in some older installations.
- Each year we replace refrigerants (e.g., R507A) with less polluting alternatives (e.g., R134A) in at least ten of our shops.
- Installing LED lighting and motion detection significantly decreased electricity consumption, especially at our unstaffed service stations.

Note: the carbon footprint is in reality even lower because purchased electricity, scope 2 emission, for all Retail Benelux assets is green (for Luxembourg since 01/01/2022), yet we still report emissions from electricity using the so-called location based conversion factors as per the GHG protocol. Emission factor source is the International Energy Agency (IEA).

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



■ R449A (1397kg CO ₂ e)	■ R407F (1825kg CO ₂ e)	■ R404A (3922kg CO ₂ e)
■ R134A (1430kg CO ₂ e)	■ R410A (2088kg CO ₂ e)	■ R507A (3985kg CO ₂ e)
■ R407C (1774kg CO ₂ e)		

Refrigerant types with their CO₂ conversion factor per leaked kg (GWP)

Facilitating the green energy transition in our value chain (Scope 3)

The greater part of our carbon footprint is taken up by Scope 3 emissions. This includes all indirect emissions occurring in our value chain, such as transportation and distribution, purchased goods and services, business travel, and employee commuting.

In this regard, we have set a 18% carbon reduction target for our secondary fuel transportation by road. We are also addressing the mobility behaviour of our employees as part of our Engage and Enable programme.

However, the greatest challenge we face in reducing Scope 3 emissions stems from society's transition from fossil fuels to green energy. This depends heavily on introducing new technologies, evolving legislation, and the speed at which consumers transition and this, in turn, depends on the availability of subsidies and fiscal instruments. We are fully committed to facilitating this transition by supplying alternative energy products and services, such as sustainable fuels, electric charging stations, LNG, and CNG, to help reduce our stakeholders' carbon emissions.

In addition, we are refining our strategic roadmap based on European directives, new technologies, our strategy and vision, and our climate ambitions, to determine what our future product and service mix should look like and how we can ready our service stations to address our customers' changing needs.



Taking responsibility for our products

The majority of the emissions in our value chain come from liquid fuel combustion. This explains the focus on electrification and the use of (advanced) sustainable fuels to reduce the climate impact of our sector.

Petrol and diesel vehicles continue to dominate our roads, but hybrids and electric vehicles (EV) are rapidly growing in number. By 2030, the number of EV users is set to reach 1.6 million in Belgium (up by a factor of 20), 2.2 million in the Netherlands (up by a factor of 7) and 150,000 in Luxembourg (up by a factor 12). In the same timeframe, the number of diesel drivers will drop by a factor of 3 or 4 in Belgium and Luxembourg, and even by a factor of 10 in the Netherlands. The use of petrol-fuelled vehicles will decrease less rapidly, due to the size of the existing fleet and the sluggish pace of replacement.

For long-haul or heavy-duty trucks, transition to battery electric drivetrains, hydrogen, and other new fuels is still in its early stages, but progress is

being made here too. Various high-level studies (including from the Hydrogen Council and the Fuel Cells and Hydrogen Joint Undertaking) expect that hydrogen as a fuel for heavy goods transport will become competitive with electric vehicles before 2030, and even with diesel, for some specific applications. This depends, among other factors, on distance, availability of hydrogen refuelling stations, and payload.

In summary, in the next few years, we will see an exponential rise in the number of electric vehicles on the road. At Q8, we want to meet the challenge of this trend and address the needs of our EV-driving customers. By 2030, we want 15% of EV drivers to charge their vehicles using our services.



Fully integrating e-mobility into our day-to-day organisation

Key results 2021/2022



112,366 charging points

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

- BE: 14,358
- NL: 96,215
- LU: 1,793

We reached our 2021/2022 target of offering customer access to 95% of charging points within Benelux.

Target 2022/2023: to offer access to 95% of charging points within Benelux and 90% in other key markets, including Denmark and Sweden



961,462.72 kWh electricity

supplied via Q8 charging points in Europe (company-owned)

- BE: 657,441.93 kWh
- NL: 268,009.81 kWh
- LU: 1,793 kWh



4,807,313.6 km

driven by electric vehicles charged at Q8 charging points in Europe (company-owned)

- BE: 3,287,209.65 km
- NL: 1,340,049.05 km
- LU: 180,054.90 km

31

company-owned service stations are equipped with electric charging points.



The Q8 and Tango electric offering



We believe e-mobility is the step to make to become a sustainable mobility player.

Our offering includes :

1. Operating and/or owning charging points in our own Q8 and Tango electric network
2021: 31 stations equipped with charging points
Target 2025: 150 stations equipped with charging points and 450 other public charging points operated by Q8 (excluding offices) as a third party
2. Home charging points, including installation and services
2021: 236 home charging points
Target 2030: 200,000
3. Office charging points, including installation and services
2021: 144 B2B charging points
Target 2030: 185,000
4. Easy access to a major European charging network via Q8 and Tango app and charge card
2021: 2,700 active card users
Target 2030: 875,000
5. Access to European network of fuel stations: solutions for all mobility needs.
Target 2030: 95 % of public network in Europe accessible with Q8 offer

With Q8 and Tango electric we offer our customers access to a fast-growing network of (fast) charging points, both at our service stations and in the public space. By partnering with some of the major charging station operators, our customers can already use their Q8 and Tango electric cards to charge their EVs at 200,000 charging stations across Europe and at nearly every charging station in the Benelux. In early 2022, we doubled the charging options for our Q8 and Tango electric card users thanks to partnerships with fast-charging company Fastned and the leading

international e roaming platforms Hubject and GIREVE. Our ambition is to expand our network even more and by 2030 offer customers access to 95 % of the publicly accessible charging stations in Europe.

We are also extending the scope of our electric charging offer to company fleets, allowing employees to recharge their vehicles during office hours, as well as to mobility hubs in cities and towns. Our objective is to also install public charging points at locations other than our service stations in the next few years



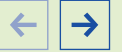
We are facing great challenges. Because of the significant ecological advantages that e-mobility has to offer, we need to speed up the electrification of traffic and transport. This not only means providing charging infrastructure and grid capacity, it also requires the full integration of e-mobility into all Q8 departments, so that it becomes an integral part of our product and service offering.

Geert De Mil
E-Mobility Manager,
Q8 Northwest Europe

Accelerating EV charging infrastructure rollout

ChargeUp Europe is the industry's voice for EV charging infrastructure. The organisation is working towards an 'expeditious and effortless' rollout of EV charging infrastructure in Europe. Q8 joined this initiative recently and subscribes to the fundamental values of ChargeUp Europe, with a commitment to delivering a seamless charging experience for EV drivers, stimulating investment, and creating a consumer-centric, open market model for electric charging infrastructure in Europe.





Reducing car emissions

Key results 2021/2022



AdBlue packs

Customers can also purchase AdBlue packs at service stations in Belgium and Luxembourg

2020/2021: 161 shops

2019/2020: 174 shops

AdBlue packs sold in service stations

2021/2022: 356,735 litres

2020/2021: 272,330 litres

2019/2020: 253,935 litres



9.1% of biobased fuel



AdBlue: 84 sites

2021/2022: 84 service stations Q8, Q8 easy, Tango, and IDS

2020/2021: 76 sites Q8/Q8 easy/Tango + IDS

2019/2020: 62 sites Q8/Q8 easy/Tango + IDS

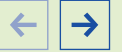
Target 2025: > 100 sites



One way to reduce the carbon footprint of vehicles with an internal combustion engine, is to add **sustainable fuels**. Sustainable fuels such as biodiesel (FAME), ethanol, MTBE, ETBE, and Hydrotreated Vegetable Oil (HVO) are mixed with fossil fuels, without impacting engine performance. The amount

of sustainable fuel that is blended with fossil fuels is regulated at national level, based on European directives. The Renewable Energy Directive (RED) and the Fuel Quality Directive (FQD) set blend targets for renewable energy and quality requirements for transport fuels, among others.





The EU launches a series of initiatives to reduce the overall carbon footprint

As part of the European Green Deal, the EU is aiming to become the first climate-neutral continent by 2050. Achieving this objective requires current levels of greenhouse gas emission to drop substantially over the next few decades.

As an intermediate step towards climate neutrality, the EU has committed to **cutting emissions by at least 55% by 2030**. The EU is working on the revision of its climate, energy and transport-related legislation as part of the 'Fit for 55' package to align current laws with their targets for 2030 and 2050. A number of new initiatives are also included in the package.

The Renewable Energy Directive (RED), for example, converts biofuel blending mandates into GHG reduction targets to raise the ambition from the current 29% GHG reduction to 40% by 2030. This will push further electrification of all transport modes and increase the use of biofuels in existing fleets.

Another clear push for electrification is set by the proposed CO₂ emission targets for cars and vans. By 2035 tailpipe emissions from new cars are due to be reduced by 100%, meaning that it will no longer be possible to sell cars or vans with an internal combustion engine in the EU.

In combination with such measures as revised energy taxation, alternative fuels infrastructure regulation, and a proposed emission trading system for the transport sector, the European Commission has set a clear course to transport electrification, where it is possible. In the meantime, using low-carbon fuels will be essential in decarbonising existing fleets, and to accommodate the maritime and aviation sectors, where electrification is a challenge.

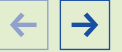


At Q8 Benelux, our fossil fuels contain **9.1% sustainable fuels**. Today's sustainable fuels are largely derived from agricultural crops. However, the RED sets a target for the addition of advanced biofuels produced from non-feed/food sources and waste streams, such as algae, slaughter waste, and agricultural waste. The advantage of these advanced sustainable fuels is that they can be produced on a large scale and do not compete with supplies of food or fresh water. At Q8, we are actively investigating the potential of these types of advanced sustainable fuels so that we may select the best options and gradually add them to our range of biofuel products.

As well as sustainable fuel, we also add chemical **additives** to our liquid fuels to enhance engine and fuel performance, protecting the engine against wear and

corrosion for example, and cleaning critical engine parts such as injectors. The result is cleaner combustion, longer engine lifetime and a potential average fuel saving of 1% - 3% depending on the type of vehicle and driving behaviour. All of this results in lower particulate and CO₂ emissions.

In diesel vehicles, there is a third way to reduce emissions. Injecting **AdBlue into the car's exhaust** leads to a 90% reduction in NOX emissions from diesel engines. A mixture of urea and deionised water, AdBlue was introduced to meet diesel engine emission targets set out in the Euro 6 standards that came into effect in 2015 for passenger cars (2016 for vans). Q8 customers can refill their AdBlue reservoirs via dedicated bulk dispensers in our service stations.



Sustainable fuels for the future

Key results 2021/2022



2021/2022: 10 service stations Q8/Q8 easy, Tango and IDS

2021/2022: 53,150 m3 HVO purchased

2020/2021: 45,600 m3 HVO purchased

2019/2020: 28,400 m3 HVO purchased

In addition to oil-based fuels, some of our service stations offer natural gas as fuel, which combusts more cleanly than other fossil fuels. We have two sites (1 Q8 and 1 IDS) in the Benelux where our customers can fuel Liquefied Natural Gas (LNG) and 34 sites offering Liquefied Petroleum Gas (LPG). We currently also have 15 sites offering Compressed Natural Gas (CNG). As well as access to our own CNG fuelling sites, Q8 and Tango Liberty cardholders have access to an extensive network of 120 CNG locations in Belgium and the Netherlands. However, due to the high gas prices, we are currently not investing in expanding our range of gas fuels.

In light of Europe's ambition to become the first climate-neutral continent by 2050, the demand for low-carbon fuels is expected to increase strongly in the next few years. These low-carbon fuels can be blended with existing fuels with relatively little investment in new infrastructure.

They offer a quick and pragmatic option for reducing transport emissions in existing fleets. Consequently, we are actively expanding our low-carbon fuels business and pioneering the introduction of **Hydrotreated Vegetable Oil (HVO)**.

HVO is a premium diesel product made from renewable, fossil-free raw materials, which is approved for use in all the heavy-duty vehicles of the market-leading engine manufacturers. Pure HVO (HVO100) is currently the most sustainable fuel for diesel engines, significantly reducing the emission of particulate matter (-30%) and NO_x

(-9%). Furthermore, using HVO100 results in 90% less CO₂ than fossil diesel. In 2020, IDS was the first to offer 100% fossil-free diesel in the long-haul transport sector in Belgium. Pure Hydrotreated Vegetable Oil (HVO100) is available at three IDS stations: Maasmechelen, Meer, and Herstal. We are also planning to run a pilot project in the Liège region, with one HVO truck supplying our local service stations.

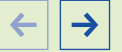
After this successful introduction by IDS, we decided to extend our HVO100 offering to our network of Q8 service stations.



Focus on biomethane

On March 2022, the European Commission presented its **RePower EU Plan**, aiming to increase European Union biomethane production capacity to 35 billion cubic meters (bcm) by 2030. The goal is to replace 20% of Russian natural gas imports with a sustainable, cheaper and locally produced alternative, a situation that has become urgent following the start of hostilities in Ukraine.

One of the consequences of the EU's planning is that CNG cars could soon switch to biomethane, a gas produced through the anaerobic digestion of biomass rather than being extracted from the earth. The technology is available, but its rollout is delayed and currently there is only one biomethane service station in Belgium.



Through our partnership with the Finnish company Neste, the world's largest producer of renewable diesel and sustainable aviation fuel, we are the first in Belgium to offer this sustainable diesel product on a large scale. Neste MY Renewable Diesel™ is an HVO100 premium diesel made from 100% renewable resources which reduces CO₂ emission by 90% compared to fossil diesel. In addition, it is a 'drop-in fuel', meaning it is fully compatible



The transition to sustainable fuels is badly needed to reduce the climate impact of vehicles and machines. We see Q8 as a partner in this transition, to monitor the market together, to test alternatives, to take stock of the pros and cons, and above all to offer our customers the most sustainable fuel that best suits their ambitions and current fleet, always critically weighing technical, sustainable and economic arguments.

Joan Van Kessel
Director at Van Kessel Olie bv



Supplying heating fuels still takes up a large part of our business and we too see a transition towards renewable liquid fuels taking place. The share of fossil fuel oil will therefore decrease significantly in the coming years. To join this transition, we are focusing on HVO, among other things, either as a pure product or as a blend in various percentages with heating oil, but also with diesel for our truck fleet. In this context, an HVO cooperation with Q8 will take shape in the near future.

Luc Bouts
Director Bouts N.V.

with all diesel engines and does not require any modifications to engines or installations. This sustainable diesel is now available at six strategically chosen stations in Belgium: Zaventem/Nossegem, Lokeren, Mechelen, Rotselaar and the two Q8 Highway sites in Ranst and Verlaine. There is also one pilot station in the Netherlands offering HVO100: Tango Leiderdorp. Moreover, some Q8 company vehicles are already running on HVO.

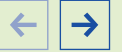
Centre for Excellence for Sustainable Fuels

The introduction of renewable fuels is not limited to our Benelux network. Colleagues in our retail business units in Denmark, Sweden, Italy, and Spain share our ambitions. In our Centre for Excellence for Sustainable Fuels, we invite these countries' fuel R&D specialists, supply team members, and sales managers to share their vision and experience on sustainable fuels, and discuss potential projects. We can then advise management on setting targets to further enhance our fuel offering to assist customers in making their journeys more sustainable. A core team of ten members meets twice a year, while various working groups conduct in-depth studies on a range of critical issues:

- Q8 Research closely follows the 'Fit for 55' package under the European Green Deal through its network of industry associations and market experts.
- The e-mobility working group has drawn up an alignment strategy for EV charging.
- The biofuels working group scans the market for opportunities to strengthen our biofuels supply chain.

The ultimate goal is to work together as one team across countries and cultures, following the philosophy of an African proverb: "If you want to go fast, go alone. But if you want to go far, go together"





Supporting research programmes for new sustainable fuels

This year, Q8 Research completed project **MOTOR** (More Transport fuels from Organic Residues), which investigated the potential of advanced biofuels made from paper sludge. This project brings together a consortium of two research organisations, three SMEs and two major industrial companies, including Q8. Fuels based on organic residues would greatly reduce the overall CO₂ footprint of heavy-duty transport and aviation since enzymatic conversion is a very energy-efficient process.

The main role of Q8 Research in the project was to assess, on a laboratory scale, the potential for long chain alcohols to be converted into liquid fuels and market

feasibility from a commercial and legal standpoint. The project was supported by the Dutch Ministry of Economic Affairs and Climate Policy's Top Sector Energy programme.

The study revealed that it is technically possible to derive biofuels from paper sludge and that this fuel would indeed result in a reduction in carbon footprint. However, the process remains complex and further optimisation is needed to make it economically viable. The consortium is looking at new opportunities to continue this research.

The **BioSFerA** project, which began in April 2020, brings together a consortium of ten European companies and research centres to develop a cost-effective interdisciplinary technology to produce sustainable aviation and maritime fuels from biogenic residues and wastes. The main role of Q8 Research in this project is to assess the potential of converting fermentation products into liquid fuels and market feasibility from a commercial and legal standpoint.

The project has received support from the European Union's Horizon 2020 research and innovation funding programme and will end in March 2024. Now at the halfway stage, it focuses primarily on genetically engineering bacteria and fungi to achieve high biomass to oil and lipid conversion rates. The first batches of microbial lipids for analysis in the Q8 Research laboratory will soon be produced.

As a member of Hydrogen Europe, we closely follow up on any evolutions in **hydrogen** as a fuel and feedstock for industry, to remain at the forefront of new developments. Q8 Research is taking part in the **SherLOHck** project to investigate the potential of Liquid Organic Hydrogen Carriers (LOHC) for transporting



hydrogen. LOHC is able to chemically bind hydrogen to oil, making it possible to transport it by boat or truck.

The SherLOHck project aims to investigate the economic viability of LOHC as a sustainable and cost-efficient catalyst for hydrogen and energy storage applications. The project is currently focusing on developing new catalysts to drive

this chemical process.

In 2021, five new research projects were submitted for approval.





Valued memberships

Q8 is an active member of various organisations, including:

- **Concawe:** a division of the European Petroleum Refiners Association, which was founded by oil companies to carry out research on environmental issues relevant to the oil industry.
- **FuelsEurope:** the division of the European Petroleum Refiners Association representing the interests of companies operating petroleum refineries in the European Economic Area to the EU Institutions.
- **CEN / NEN:** the European and Dutch committees for standardisation, allowing Q8 to be ready for new fuel standards and specifications.
- **Energia / GPL / VNPI:** petroleum federations representing the main oil companies active in the refining, distribution and storage of petroleum products in Belgium (Energia), Luxemburg (GPL) and the Netherlands (VNPI).
- **ChargeUp Europe:** the voice of the electric vehicle (EV) charging infrastructure industry, working towards an 'expeditious and effortless' rollout of EV charging infrastructure in Europe.
- **Hydrogen Europe:** the leading organisation encompassing the entire value chain of the European hydrogen and fuel cell ecosystem.
- **The Shift:** is the Belgian sustainability community that brings together over 530 organizations and partners from more than 25 different sectors around one common goal: actively move towards a more sustainable economy and society.



Ensuring high-quality products and services

Q8 aspires to achieve world-class standards in quality and environmental performance, in line with company principles. So that we may provide customers with top-quality products and services, we have firmly embedded a focus on quality in our company's culture and behaviour, ensuring total commitment at every level of the organisation. As proof of our unwavering focus on quality and the environment, our processes are ISO 9001 and ISO 14001 certified, and we are also ISCC EU certified for our use of energy from renewable resources.

Throughout our organisation, we have put in place a range of measures and working procedures to ensure product quality. For example, our supply chain and logistics department collaborates closely with our product quality coordinator. As part of our product monitoring programme, we regularly analyse our suppliers' deliveries, as well as product samples, especially during seasonal transition periods, to determine whether physical and chemical specifications are met.

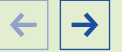
Where there are product complaints or deviations from specifications, we apply targeted analysis methods to identify the root cause of the issue and determine appropriate corrective action. We also regularly analyse product quality data to identify any trends requiring further action. We benchmark this information against the competition's performance based on the available petroleum federation data.



In addition to product quality, we pay equal attention to the **quality of our points of sale**, our service stations, and shops (IDS, Tango, Q8 easy, and Q8). Many of our employees participate in the periodic assessment of each individual station through safety walks and customer walks:

- Safety walks focus on environmental, and health and safety aspects to ensure service station compliance and the safety of customers, contractors and our own personnel.
- Customer walks examine the customer experience, with employees asked to look at our service stations and shops through customers' eyes, allowing us to measure the quality of our network and improve where necessary.





Taking responsibility for our services

One of the main driving forces in our transformation journey is offering our customers a sustainable journey. To achieve this, we are totally rethinking our service stations so that they cater to the changing needs of customers on the move. Specifically, we want to offer customers a wide range of sustainable fuels, a choice of mobility services, and a rich assortment of sustainable food products, delivered in an attractive and sustainable environment.

We also want our service stations to help us achieve our climate ambitions. So, in welcoming renewable energy, we are redesigning our stations to make smart use of the energy available, incorporate sustainable materials, and reduce waste. We have already made progress in making our service stations more sustainable, with projects focusing on energy consumption, by installing solar panels, and piloting new technological solutions. And we are already prepping ourselves for the future.

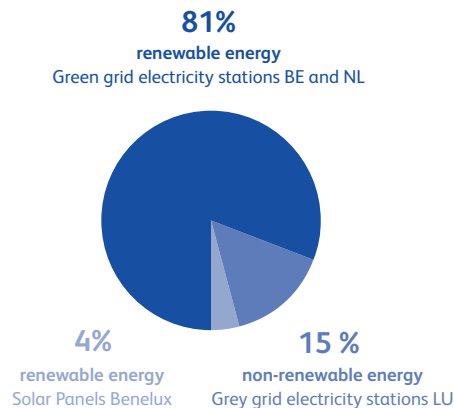
Key results 2021/2022



100% green energy contract

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

- BE: Green for all own assets
- NL: Green for all own assets. As from 1 January 2022, the green energy is provided by wind turbines and solar panels in the Netherlands.
- LU: Only since 1 January 2022, green for all assets. Before that date it was grey.



Solar panels

4,3% renewable energy

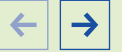
- BE: 44% of the stations (174 tonnes less CO₂)
 - NL: 11% of the stations (102 tonnes less CO₂)
 - LU: 13% of the stations (2 tonnes less CO₂)
- 🎯 **Target 2022/2023:** 50% (+ 23 service stations)
 - 🎯 **Target 2025:** all relevant stations equipped
- 🎯 **Target 2022/2023:** 30% (+ 40 service stations)
 - 🎯 **Target 2025:** all relevant stations equipped
- 🎯 **Target 2022/2023:** 27% (+ 5 service stations)
 - 🎯 **Target 2025:** all relevant stations equipped



Average electricity consumption:

2021/2022: 51,518 kWh/station
2020/2021: 48,790 kWh/station
2019/2020: 52,625 kWh/station
2018/2019: 54,476 kWh/station

Note: the above percentages have been revised to include IDS stations for road transport.



Turning our service stations green

To ensure the energy we consume is sustainable, all assets in the Netherlands and Luxemburg are included in a green power contract from 1 January 2022. Belgium had already concluded contracts based on 100% green energy through Guarantees of Origin, reducing our carbon impact to zero.

The COVID-19 pandemic, and the resulting lockdown, have slowed further expansion of photovoltaic installations on owned assets. By the end of 2022, as approved, at least 68 new PV installations will be operational.

Every year, we renovate around ten shops aiming to reduce energy consumption. In 2021, our engineering department focused on installing energy-efficient technologies at our stations and encouraging energy reduction measures.

We are also experimenting with the first unstaffed service station to combine solar panels with battery storage and EV charging. Our goal is to update our 'Station of the Future' concept, combining these newer technologies and introducing objective scoring mechanisms for sustainable buildings (e.g., BREEAM).

We are also:

- Promoting the use of sustainable, natural materials for service station interiors with, for example, all our new shops built with wooden beams instead of steel.

- Experimenting with new more sustainable refrigeration technologies such as CO₂ or ammonium-based cooling, phasing out cooling liquids, saving up to 24% for each installation.
- Upgrading our existing network with LED lighting.
- Replacing dishwashers, ovens, and microwaves with more energy-efficient alternatives, helping us reduce energy consumption by 20%.
- Meticulously monitoring energy consumption at our service stations.

Our engineering team is also actively reducing the carbon footprint of our service stations' **maintenance** operations by experimenting with new technologies and digitisation. For instance, our stations are equipped with sensors to allow remote working, meaning that our technicians no longer have to go on site, which in turn reduces transport and emissions. In the future, we want to update these sensors so that they indicate when maintenance is required (predictive maintenance).

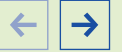
In a pilot study, we installed sensors in the cooling equipment of our entire network of Belgian service stations. Working with our cooling partner, we were able to reduce the number of on-site interventions by 20%, by detecting the root cause of issues remotely.



Experimenting with CO₂-based cooling equipment

In our quest for further energy savings in our shops, we are experimenting with energy-efficient, climate-friendly equipment to provide all-in-one cooling, heating, and ventilation, based on CO₂ with the following benefits:

- Climate-friendly: CO₂ is a natural refrigerant perfect for food refrigeration, for example. It is more climate-friendly than other refrigerants because of its Global Warming Potential (GWP) of 1. It is non-toxic, non-flammable, and offers high thermal conductivity.
- Energy-efficient: The system uses thermal energy from refrigerated shelves to heat the sales and functional spaces in the shop. The equipment's specific design and built-in technologies ensure that it is 5% - 15% more efficient under nominal operating conditions (e.g., minimal defrosting losses, seasonal heat recovery, etc.), has a longer lifetime (reduced wear, low discharge temperature, etc.) and takes up 40% less floor space.



Shopping more sustainably

20 years ago, service stations were quick stops where customers could refuel and grab an unhealthy snack. All that changed with the opening of a **network of 'Shop & Go' convenience stores in partnership with Delhaize, Panos, and Starbucks by Selecta.** A forward-thinking move, considering that the network has grown to 159 shops in Belgium and Luxembourg.

In January 2020, we launched a new generation of this unique concept, focusing on high-quality and healthy products delivered in a warm and welcoming atmosphere with quick personal service. These New Generation Shops feature an open Panos bakery, a salad bar where customers can create their own salads, and a quick scan system to make the purchasing process more efficient.



The traditional aisles have made way for a central island where customers are greeted by a staff member. We currently have nine of these New Generation Shops up and running. And there are more to come.

We make efforts to ensure that shop owners are more aware of their environmental footprint, for example the impact of using ovens and air-conditioning, and the importance of good maintenance. In 2022, we will intensify our efforts to sort waste, so that more can be recycled.

Key results 2021/2022

Too Good To Go:

2021/2022: 69 shops
Preventing 28,000 meals from going to waste, saving up to 69.7 tonnes of CO₂

2020/2021: 66 shops
Preventing 25,000 meals going to waste, saving up to 62.2 tonnes of CO₂

Target 2022/2023: 74 active shops – preventing 36,000 meals going to waste, saving an estimated 90 tonnes of CO₂

Together against food waste

We believe it is important to offer our customers an assortment of daily fresh products. Unfortunately, this leads to unsold items being thrown away. So that we can limit food waste, our new shops begin with a limited product offering that we gradually and carefully expand.

We have also entered into a partnership with Too Good To Go. Users can see what our shops have to offer through the Too Good To Go app, and can help save food from going to waste by buying the day's Too Good To Go pack. By the end of 2021, 69 shops were participating in the Too Good To Go programme, preventing 28,000 meals from going to waste and saving up to 69.7 tonnes of CO₂.





Teaming up with sustainable partners

Our shops are of strategic importance in our transformation journey to becoming a sustainable mobility player. This is why we team up with partners who focus on sustainability, to give customers access to a sustainable assortment in our shops:

- **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.



Delhaize's shops in Belgium are now carbon neutral, including the Shop & Go's at the Q8 service stations. This is obtained mainly by introducing a series of energy and emission reduction measures over the past decade, supplying shops with green electricity and experimenting further with new techniques for cooling. The remaining emissions are compensated with credible and audited carbon credits. As trusted partners, Delhaize and Q8 have the same ambitions to reduce carbon emissions.

Charlotte De Vroey
Sustainability Manager Delhaize



Partnering with sustainable suppliers

We have defined a set of ten **measurable and weighted sustainability criteria** used to evaluate suppliers in our tendering tool. These criteria encompass areas such as:

- OECD Guidelines for responsible business conduct.
- Sustainable logistics.
- Carbon emissions.
- Sustainable packaging.
- Environmental footprint.

In December 2020, we started piloting these criteria in our construction, marketing, and logistics departments.

We organise **vendor evaluation meetings** with our larger vendors, where we discuss such issues as strategy, sustainability performance, how suppliers can help us become more sustainable (and vice versa), and innovations. In the future, we will also be looking to meet up with smaller suppliers who still have a big impact on our operations.

We plan also to roll out a **Sustainable Supplier Code**, a Code of Conduct for all our suppliers to help stimulate them to join with us on our path to a sustainable future.



In our mission towards more sustainable procurement, we follow a step-by-step approach. Like many other companies, we are still at the start of our sustainability journey and we want to give our suppliers time to adapt to our demands, because in some sectors it is not easy to adapt. Just think of the electrification of inland navigation. In the meantime, we will continue to repeat our sustainability message to raise awareness and keep sustainability top of mind with our suppliers.

Kimberly Augustijns
Procurement Manager,
Q8 Northwest Europe





Green fleet, green mobility

Not only do we want to offer our customers a sustainable journey, we also want to give our own colleagues access to green mobility. That is why, in collaboration with The New Drive, we are working on a new car policy with a future-oriented approach and with the intention to support our colleagues during the transition.

We are not focused on just replacing cars, we work from an overall vision which integrates our future office concept. This involves fewer parking spaces, a better charging infrastructure, and better accessibility by public transport, as well as the new hybrid way of working, with no more fixed workplaces, and a commitment to the future of mobility in general.

Reducing the impact of our supply chain

Key results 2021/2022



Carbon intensity logistics:

2021/2022: 2.58 kg CO₂e/m³ sold

2020/2021: 2.77 kg CO₂e/m³ sold

2019/2020: 3.06 kg CO₂e/m³ sold

2018/2019: 2.92 kg CO₂e/m³ sold

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

Our supply chain makes a significant contribution to operational sustainability, not least because of the modal shift we have been introducing and expanding for some time. For instance, we now use inland barge, rail, and pipelines to transport products from the Antwerp – Rotterdam area to local terminals, allowing us to greatly reduce the number of trucks on the road.

To supply service stations, we rely mainly on trucks that meet the Euro 6 vehicle emission standards, with tighter emission limits than previous European standards: Euro 6 diesel engines emit approximately 75% less nitrogen oxides (NOX) and 66% less particulate matter (PM).



Supply chain disruption

Supply chains around the world are coming through challenging times. Due to COVID-19 and the public health measures put in place in every part of the world, transitions at ports, transfer stations and other key points in the global distribution system have been less efficient. This resulted in delayed deliveries, including in the Q8 supply chain.

The pandemic prompted distribution leaders worldwide to be inventive in order to remain operational. This kind of ingenuity will also be needed in the years to come. Due to the European objective of climate neutrality by 2050 and a 90% reduction in greenhouse gas emissions in the transport sector, our supply chain is facing an immense challenge: our transport partners will have to invest in sustainable alternative fuels or the electrification of their fleets, and our depots will also have to adapt so that they can store all these different types of fuels.



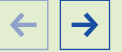
To scale up and experiment with the sustainability of our supply chain, we continuously look for partnerships:

- We are collaborating with rail freight operator Lineas and another fuel supplier to increase rail transport efficiency delivering to Luxemburg. By partnering up and creating economies of scale we aim to intensify the modal shift towards rail.
- In collaboration with our main liquid fuel transport hauliers, we will further investigate the possibilities of using more sustainable fuels. Together with Schenk, we started testing an LNG-fuelled truck delivering fuels to our Tango network in the Rotterdam area in 2020.
- We are also planning to run a pilot project in the Liège region with an HVO truck supplying our local service stations.

- We are cooperating with Antwerp's KdG University of Applied Sciences and Arts to study sustainable development trajectories for our Benelux transport, allowing us to map realistic short- and medium-term goals.
- Using larger trucks (50 tonnes) would enable us to limit the number of transports. Our study showed that this could be a possibility in Wallonia, but that the legislation in Flanders is not yet in place.

To support our sustainable supply chain commitment and onboard all team members, we have set up a roadmap with short-term goals for 2023, allowing us to keep track of the progress being made and stipulate clear objectives. We have committed to a 18% carbon reduction target for fuel transport by road, using HVO100 or other sustainable fuels.





New tool will make our deliveries more cost- and carbon-efficient

At Q8, we invest in real-time data and powerful algorithms to further rationalise decision-making and remove repetitive processes from day-to-day work. In this context, we aim to implement an automated and dynamic planning and routing tool which will optimise our entire supply chain. It will allow us to achieve considerable cost savings through load and drop size optimisation, trailer capacity, forecast accuracy, price risk exposure, and travel time. The tool will also cut down on repetitive work and improve the general workload, allowing our staff to focus on other potential areas of improvement.

The tool will also help us reduce the supply chain carbon footprint, since CO₂ emissions are taken into account when calculating the optimal route for our supply trucks. In this way, the tool will contribute to limiting the environmental and health costs of our transportation, which will be accounted for under the emissions trading system which is set to cover the transport sector from 2026.



To run our business smoothly, we have 85 truck drivers ensuring the day-to-day transport of fuels to our service stations. They are our eyes and ears on the road and in our stations! We greatly appreciate their work, and on the Day of the Truck Driver we thanked them for all their hard work and their indispensable contribution to our business with a big smile, a cup of coffee and chocolates.

Steven Clauwaert
Supply & Logistics Operations
Manager, Q8 Northwest Europe



Q8 takes part in 'Day of the Truck Driver'

Today, more than ever, truck drivers are hard to come by. But imagine what the world would look like without them. Society would come to a standstill, making everything we now take for granted suddenly unavailable. So, it is time to put these hard-working men and women in a well-deserved spotlight!

'The Day of the Truck Driver' began in the Netherlands in 2019. In December 2021, the Belgian transport and logistics industry organisation Febetra introduced the event to Belgium. At Q8, we were delighted to take part, because truck drivers are simply essential to our company.





Preparing our depots for the future

Our depots play their part in achieving our sustainability ambitions. We have selected three areas where we can work towards making our depots even more sustainable and future-proof.

1. Developing low-carbon fuel storage and blending capacity

To make our depots future-proof we want to extend their capacity for storing renewable fuels. In 2020, we adapted our depot in Ghent (BE) to be able to blend HVO with on-road diesel and to reserve 10% of total capacity to store sustainable fuels. We recently increased this to 20%, expanding biofuel storage capacity by a further 5,000 m³. In 2022, we plan to renovate the biofuels tank and integrate mixing and heating.

At Petroleum Products Storage Transport (PPST) in Liège (BE), we have reserved 10% of capacity for ethanol and Fatty Acid Methyl Esters (FAME). PPST are now finishing their study on building a new storage tank dedicated to HVO to increase blending and the use of low-carbon fuels locally.

2. Reducing our depots' carbon footprint

The goal is to install solar panels on a greater scale or install wind turbines and use the energy they produce to power on-site processes, store it for later use, or sell the excess to the public grid.

We studied the feasibility of installing a wind turbine at our Dippach site (LU), but the results were not favourable. However, a feasibility study

for solar panels revealed that photovoltaic units would supply more energy than the site is able to consume. We are looking into the possibility of creating a cooperative to sell the excess energy to other Q8 sites or employees.

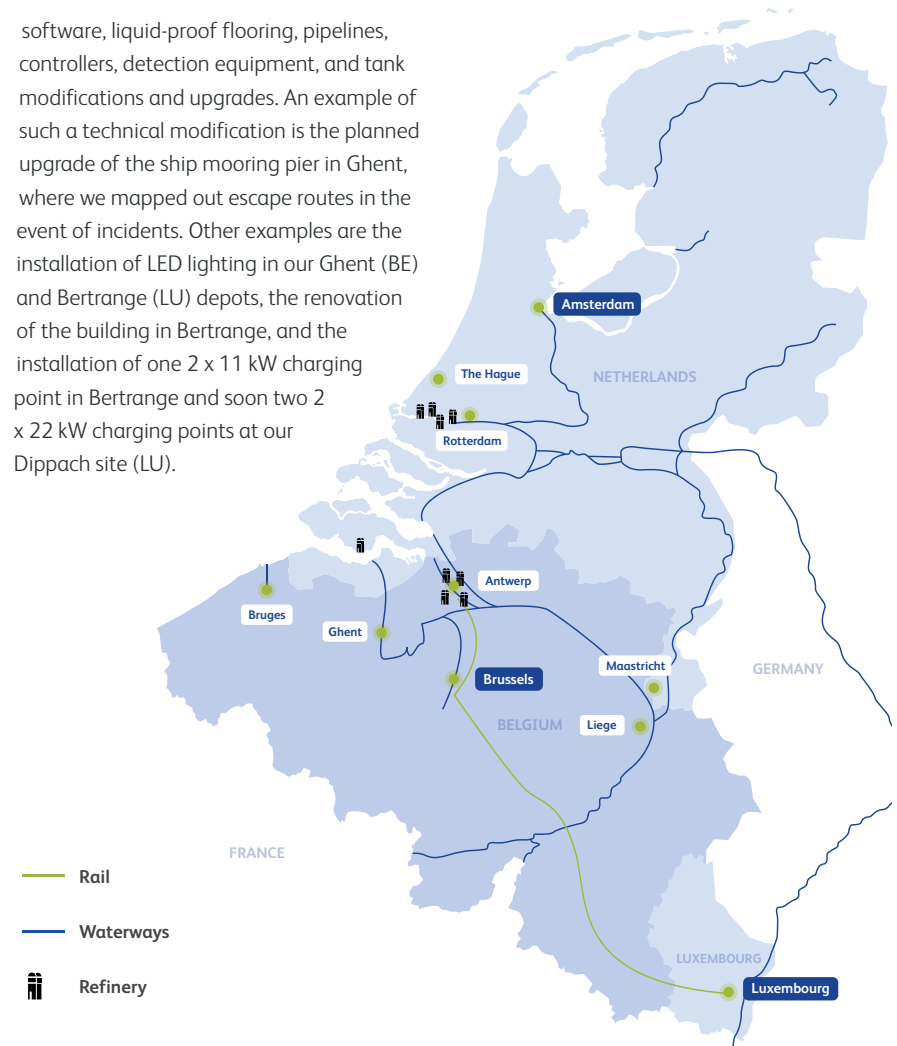
We also investigated the possibility of installing a wind turbine at our Ghent depot. The feasibility study identified issues, since it is a classified Seveso site and close to a bird migration area. Meanwhile, we have entered into a contract to supply the site with 100% green electricity.

An energy study at our Bertrange site (LU) revealed that the installation of solar panels would achieve payback in five years at current energy prices. As a result, we have elected to install a 144 kWp solar farm and have already applied for the necessary permits.

3. Implementing sustainability projects

We continuously invest to keep our facilities and equipment in line with the best environmental and health and safety practices and further reduce the risk of incidents and catastrophic events. This includes making a detailed inventory of assets and their characteristics, and implementing new asset management

software, liquid-proof flooring, pipelines, controllers, detection equipment, and tank modifications and upgrades. An example of such a technical modification is the planned upgrade of the ship mooring pier in Ghent, where we mapped out escape routes in the event of incidents. Other examples are the installation of LED lighting in our Ghent (BE) and Bertrange (LU) depots, the renovation of the building in Bertrange, and the installation of one 2 x 11 kW charging point in Bertrange and soon two 2 x 22 kW charging points at our Dippach site (LU).





Innovation creating Prosperity

The world around us is changing. Since the pandemic, digitisation has taken flight, causing more and more people to work and live digitally. People are changing their mobility behaviour, adapting their living and eating habits accordingly, and choosing more and different means of transport to get from one place to another.

Within this changing world, Q8 is working on its own transformation journey. It is our ambition to develop into a sustainable mobility partner for consumers and businesses. And the way we want to achieve this is through deep innovation in our products and services.

Focusing on the customer

The challenges

The transformation journey we have embarked on will not only take us from a traditional fuel company to a sustainable mobility player, it will also shift our focus from vehicle-centric to customer-centric.

As a mobility player, we want to expand our current business with innovative services that fulfil our customers' current and future needs. But we first need to understand our customers, find out what drives them, and how we can make their life on the move easier. We strive to gain insight into the pains and gains of the main customer journeys, so that we can improve our value proposition.

We collect customer insight in a variety of ways, ranging from general consumer research to concept testing and measuring customer satisfaction. Our ambition is to integrate more of these insights into what we do.

Our innovations

As a customer-centric organisation, we develop products and services that offer our customers a sustainable journey, as well as peace of mind while travelling.

Roadside assistance and insurance

Working with Belgian start-up company Charlie24, we have developed an on-demand road assistance service, Q8 Pechhulp. This service is a response to the fact that a quarter of Belgian and Dutch drivers do not subscribe to roadside assistance, and a third — mostly younger drivers — would be interested in more flexible offerings.

An app allows drivers to request direct assistance 24/7 from local towing services at a predetermined price, with no membership or annual fee. You only pay when you use the service. This could potentially help people save a lot of money, since car trouble only happens once every five years on average. Following positive feedback from a 12-month pilot test (the app received a 4.5/5 user rating), we are now integrating this service into our Q8 app.

In collaboration with insurance company Nationale-Nederlanden, we also piloted Tango car insurance in the Netherlands. The insurance is pay-per-use, meaning drivers pay per bundle of 1,000 kilometres driven instead of a fixed amount per month. In short, the less people drive, the less insurance they pay.

The service responds to the trend, accelerated by the COVID-19 crisis, of people using their cars less frequently, and Tango customers signalled approval by giving the service an average rating of 4.45 out of 5.



Reducing the customer's carbon footprint

As part of our commitment to reduce carbon emissions, we also want to assist our customers in reducing the CO₂ footprint of their mobility. As a consequence we are developing the Eco coach service in partnership with a specialist European research institute aiming to increase customer awareness of the ecological impact of their mobility.

In a future phase, the Eco coach will allow users to monitor and improve their driving behaviour and even track mobility habits and offer alternatives.



The future is full of obstacles and hurdles. If companies invest in the right skills, they can turn these challenges into opportunities to better meet the needs of their customers. This is all the more true in sectors undergoing major challenges. For example, since 2016, Q8 has been strongly committed to implementing a future-proof strategy in which innovation plays a central role. As a result, they have devoted time and resources to forming an innovation team, building new innovation and strategy skills, such as foresight, design thinking, and lean start-up, cultivating a culture of innovation in the broader company and creating an ecosystem of partners willing to collaborate to serve mobility customers in a more sustainable way.

Ehsan Karimi Rad

Practice Lead Strategy & Innovation Advisory Services at Tomorrowlab



IDS smooths transition to more sustainable transport in Europe

IDS is more than just a fuel supplier. It aims to guide customers towards a sustainable future, in line with the aspirations set out by the European Union. We want to assist our IDS customers in tackling these (and other) challenges, based on our wide-ranging expertise, including total cost of ownership calculation, taxation, electric vehicles, and alternative fuels.

IDS was the first in Belgium to offer pure biofuel HVO100 at the pump. Currently, trucks can fill up with HVO100 at three service stations in Belgium, or with liquid natural gas (LNG) through IDS card acceptance locations in the Benelux. We continue to extend our expertise to offer customers the most sustainable products and advice, now and in the future.



Monitoring the importance of sustainability for service station users

At Q8, we aim to provide our customers with a positive and sustainable customer experience, developing new products and services to embrace e-mobility and mobility, and enhancing the on-the-go fuelling and shopping experience.

Whether we succeed in delivering this will be determined by, among other things, how Q8 brands are perceived in the Benelux. We therefore closely monitor the market's attitude towards sustainability and how our brands perform in this respect. Our most recent brand tracker survey in the Benelux revealed some interesting trends:

- Q8 is the most popular fuel brand in Belgium and the second most popular in Luxemburg, while Tango is the fourth most popular fuel brand in the Netherlands.
- There has been a decline in the importance respondents accord to sustainability for fuel brands and convenience shops, especially in the Netherlands and Belgium.
- Fewer respondents say they take sustainability into account when fuelling (-2 to -5%) or shopping (0 to -5%).
- Fewer respondents say they pay attention to reducing their ecological footprint (-3 to -4%).
- Respondents have noticed our evolution towards being a mobility player: 1 in 2 in Belgium (Q8), and 1 in 3 in the Netherlands (Tango) and Luxemburg.

Despite these findings, we remain committed to achieving our sustainability ambitions and continue to believe that the energy transition is key to combating climate change.



Addressing changing mobility behaviour

The challenges

The concept of mobility is evolving. The traditional fuelling landscape is changing significantly, and with the accelerating shift from traditional fuels to electric mobility, people will increasingly want to charge their vehicles at home or at work, as well as when they are on the move.

using different modes of transportation to complete their journeys. To choose the most appropriate means of transportation they take into account various criteria, such as speed of arrival, price, flexibility, safety, and sustainability. This transition is best achieved when supported by digital solutions that can deliver trouble-free journeys end-to-end.

Our innovations

There is also a gradual transition from ownership to usage. Consequently, car sharing is gaining in popularity and is predicted to account for a 10% share of all journeys by 2025. Studies have also revealed that people are going multimodal,

At Q8, we have developed various solutions to facilitate this modal shift and respond to customers' changing mobility habits.



Creating mobility hubs

🎯 **Target:** 1 mobility Hub per country

In considering the evolution of mobility, a Q8 multidisciplinary team has worked hard to define a new functional framework for our locations and how they should contribute to making our customers' journeys more sustainable. The team came to the conclusion that the company can play two major roles in this respect.

First, we will expand the retail offer at our proximity locations to avoid customers having to travel long distances for their convenience shopping. We will also **add active mobility modes**, such as e-bikes. The Hoppin mobility point in Zoutleeuw (BE), where people can fuel up and shop for groceries in the Delhaize Shop&Go and Panos shop, fits this role perfectly.

Then we want to transform our locations along highways and in dense urban centres **into energy hubs**, serving the needs of electric vehicles, hybrids, and others. We will also add services and facilities to cater for people who might need to stay on our premises longer, perhaps waiting for their vehicles to charge.

The new hubs will be much like the Tango mobility hub in Deventer (NL) where motorists can fill up their cars with traditional as well as sustainable fuels, for example compressed natural gas (CNG) and hydrotreated vegetable oil (HVO), recharge their electric vehicles, or drive to the city centre in a Buurauto shared car. The Deventer station also has 66 solar panels, an energy storage system for excess solar energy, and an underground water buffer tank for rainwater, which can also be used for station cleaning.



Vehicle sharing

For around 95 % of the time, vehicles stand idle, parked in garages, in the street, or in the parking lot at work or at the store, waiting for the next drive. At Q8, we want to see cars being used more efficiently, by giving people the opportunity to easily and safely share their car. According to the Smart Car Monitor by research agency Multiscope, up to 730,000 people in the Netherlands used a car-sharing service in 2020. Over the next five years, car-sharing could reach a million more potential users. That is why we invested in **SnappCar**, the largest Dutch community of private individuals sharing their

cars with each other. With this investment, we want to create a joint Tango-SnappCar offering, including private leasing, car sharing, and fuel discounts.





Upgrading the shopping experience

The challenges

People are on the go at every moment of the day and their movements are increasingly multi-modal. This trend does not only impact their mobility needs, it also means that people want to use the time waiting for the connection between two modes of transport for convenience shopping or some other on-the-go consumption. This represents new business opportunities at the nodes where different modes of transport intersect, and especially for service stations, and other food-service and retail outlets.



We have found that our shoppers are the same people who buy high quality foods in regular stores. So we want to respond to this.

Bert Gillis
Retail & Digital Director, Q8
Northwest Europe



Of course, we see the impact of working from home at some locations on major routes, but in general it has been more limited than expected.

Sarah Pillen
Performance & Operations
Manager Retail & Digital

Our innovations

To ensure a comfortable journey, we want to offer customers the opportunity to shop at a Q8 service station achieving the highest possible standards, with a healthy, high-quality, convenient, and fast shopping experience.

Meeting on-the-go consumer expectations with New Generation Shops

To fulfil these expectations, we teamed up with our partners Delhaize, Panos, and Starbucks by Selecta, to develop the concept of 'New Generation Shops', offering sustainable healthy

food-on-the-go, with hot meals, an open bakery, and equipped with a salad bar. Customers can even self-scan their purchases and checkout on their own, shopping while waiting for their car to



be recharged or before hopping onto their next mode of transportation in one of our mobility hubs. We have also been experimenting with a click & collect pre-order system since October 2020. Pilot testing at four service stations generated positive customer feedback and, consequently, this new service will be added to the Q8 app.

We will continue to test new functionality, such as self-scanning via customers smartphones, to further enhance the Q8 shopping experience.



Catering to the growing mobile first community

The challenges

Society has become increasingly 'mobile first' in recent years. In the Benelux alone, the number of smartphone users has risen from under 80% in 2016 to close to 90% in 2021. More importantly, people are increasingly turning to smartphone apps to map out the best route for their journey, as well as the most suitable means of transport.

In addition, it appears that people are paying in a totally different way since the COVID-19 crisis struck, with digital payments clearly on the rise. This trend is illustrated by recent Bancontact Payconiq Company figures showing that, in 2021, no fewer than 204 million transactions were carried out with the Payconiq app, an increase of 62% compared to 2020. Also, after a year of pandemic, 7 in 10 Belgians had become acquainted with contactless card payments.

Our innovations

To cater to the changing needs of the growing mobile-first community, we now offer customers a range of cards and user-friendly digital services.

Fuelling cars cashless

With Q8 Liberty, we offer a fuel card that allows motorists to fill up at 504 Q8, 197 Tango, and 1,358 cross-acceptance service stations in the Benelux. This amounts to a total of 2,059 service stations now accepting the Q8 Liberty card.

The Q8 website and app help users find the quickest way to the nearest Q8 station, Delhaize Shop & Go, Panos, restaurant, coffee bar, or carwash in the neighbourhood. It can even be used for route planning. Fleet managers can also access Q8 Liberty Web online to check on their cars' fuel consumption, consult invoices, run analyses, and generate reports.

Modernising payment facilities

At Q8, we want to make life for customers as easy as possible by enabling them to pay for fuel with a smartphone. Once their bank card is linked to the Q8 smiles app, they need only enter the pump number in the app when they fill up, with no bank card required. In addition, with Q8 smiles, customers in Belgium and Luxemburg can collect Smiles every time they fill up and with every purchase that can be exchanged for worthwhile gifts, as well as discounts on the next fuel stop.

Rewarding customer loyalty

With the Q8 smiles app, customers can keep track of the Smiles they collect and how to exchange them for discounts at the pump or in the shop, or for great gifts at one of the Q8 smiles partners, including H&M, Kinopolis, Decathlon, ICI Paris XL, Smartphoto, and Kréfel. In the Netherlands, we are developing a loyalty programme for Tango app users, to save for direct discounts.

Facilitating truck fleet management

For our International Diesel Services (IDS) customers, we have launched a contactless smart fuel card offering truck fleets the best fuel card security on the market, ensuring safe transactions and full control. IDS customers can manage their fuelling via the secure online customer card management environment iAccount.





This platform gives fleet managers full card management control, as well as an overview of all financial information such as recent transactions, real-time credit information, and invoice summaries. iAccount also allows users to plan routes and find the nearest IDS service station. In the Benelux, customers can fuel at 34 IDS service stations as well as at 77 card acceptance service stations.

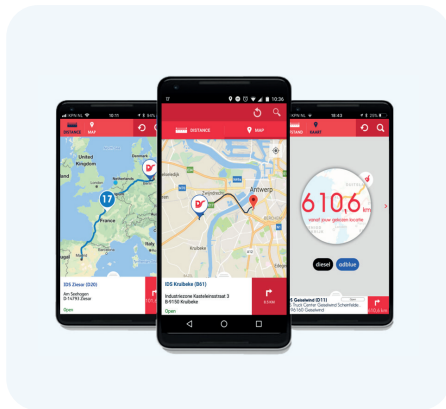
For truck drivers, there is the IDS station app, which helps drivers optimise their trips: it not

only features a route planner, it also provides real-time information on whether stations are open or closed, and which products are available at each station.

Charging electric vehicles by card

The Q8 and Tango electric cards give access to more than 200,000 charging stations across Europe, as well as a series of digital tools. We have also developed the Q8 and Tango electric apps, allowing drivers to quickly find the nearest available charging point, complete with information about the availability, types, and prices at each charging station. In addition, the app gives users a clear overview of available charging stations, the type of connection, and their charging history.

The app notifies the user when the car's battery is fully charged. The online Q8 and Tango electric platforms enable fleet managers to manage their fleet's cards, users, and charging stations. The platform gives a detailed overview of all costs and allows fleet managers to reimburse employees for the cost of recharging their company vehicle at home.



Giving access to a range of mobility services

The Q8 mobility card is a perfect fit for people who are looking for optimal flexibility in their mobility, whether they are refuelling, taking a taxi, using public transport, or simply parking, in a collaboration with XXIImo. The card also comes with an online self-service portal, available to both administrators and cardholders. Administrators get a clear view of all invoices

and transactions, 24/7. Cardholders get an up-to-date overview of all transactions and the card's preference settings. Q8 mobility card users have access to Milo, a handy app that helps with planning and paying for business mobility, such as an M-ticket for De Lijn, a train ticket for NMBS/SNCB, or an Uber or eCab ride, or to find the nearest parking garage or meeting location. It also allows users to check their available balance and transaction history.



Alleviating parking stress

Drivers looking to switch to another form of transport will have to park their car at a strategic location. We have developed tools to make parking easier.

Being able to pay for parking digitally makes drivers feel less stressed knowing that they will only have to pay for the actual time their car was parked and that they will be notified in a timely manner when the parking time is about to expire, helping avoid parking fines. For local authorities, an app can save investing in parking meters and their maintenance. For these reasons, we have developed the **Q8 Pay Parking pilot** app, in collaboration with 4411. The app allows Android users to start and stop their parking sessions in streets and parking garages in 80 cities in Belgium and pay via their

preferred option. Pilot testing yielded positive results, as a result of which we are discussing integrating Q8 Pay Parking into the Q8 app with our partners. Until the end of January 2021, we were running pilot tests with our **Q8 Parking Finder** app, which guides drivers to the nearest free parking spot.

The app uses data from navigation and telecom systems to give users real-time information on open parking spaces in the area, or at their point of destination. The app helps prevent unnecessary drives and time lost in city centres searching for a free parking spot for 68% of its users. To address the needs of local authorities, we joined forces with partner company Spotten to integrate the Dutch municipality of Haarlemmermeer's local parking policy. Currently, we are evaluating the pilot results to determine whether we want to pursue rollout.



One smart application for a more seamless journey

At Q8, we want to attract customers with convenient, personalised offerings and new mobility services. And we aim to do this through one integrated mobility platform that helps our customers complete their journey in a way that suits them best by giving them access to a variety of tools.

Currently, the app already allows customers to collect loyalty points, fuel up, and pay seamlessly at our service stations, while discovering and enjoying retail promotions. The next step is to extend the app's functionality with the following services:

- Electric charging
- Pay parking
- Eco coach
- Roadside assistance
- Car sharing
- Mobile fuelling
- Pre-ordering from shops at Q8 service stations

These additional services will help us become a relevant mobility partner for passengers as well as drivers, by addressing their actual needs and easing their way to also using alternative modes of transport, particularly in urban environments.



We want to enable our customers to experience more seamless journeys by providing access to all our services in one smart application!

Silke Buys
Digital Customer Journey
Coordinator, Q8 Northwest
Europe



Engaging and enabling our people

The greatest driving force behind our transformation journey is our people, our colleagues. Their motivation and commitment are essential to making our journey a success. It is therefore up to us to provide a work environment that engages and enables our people to give us their best. An environment that allows our colleagues to fully develop their talents, an environment that empowers and supports them to be productive, an environment in which everyone's health and safety is protected and enhanced.

Key figures 2021/2022



345 employees

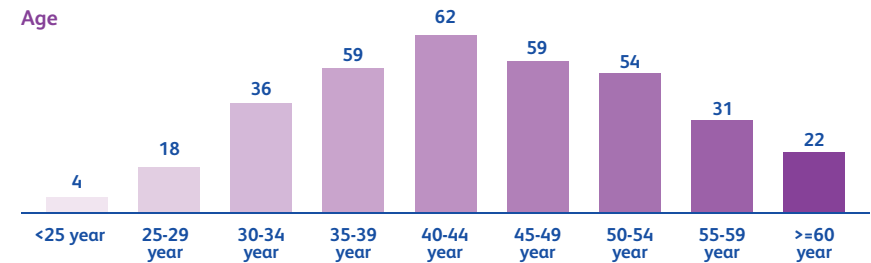
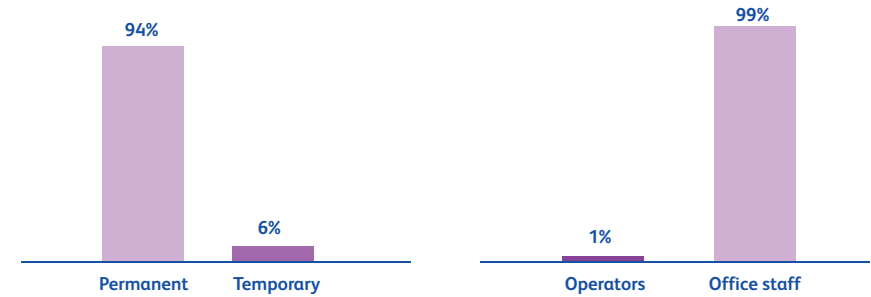


Male 58%

BE: 236
NL: 97
LU: 12



Female 42%





Leading our people through the transition



The world is constantly evolving, and the same goes for our company. With Q8, we have embarked on a **transformation journey** where we move from a traditional fuel company to a **sustainable mobility player**.

The strategy at the heart of this approach is to **engage and enable** our colleagues to join us on our transformation journey and make it a success.

Specifically, we focus on these four building blocks:

- Offering our colleagues a modern digital work environment.
- Implementing flexible HR processes and procedures.
- Ensuring our colleagues are in great shape to face the future.
- Measuring and improving the employee experience.



Q8 has performance guidelines and controls in place, based on clear and fit-for-purpose governance structures. Every decision we make is influenced by our culture of maintaining high standards for quality, health, safety, the environment, and legal compliance.

Hans Sevenants
Director Of Legal Affairs, Q8
Northwest Europe

The unique Q8 family culture

Q8 is a global player, a solid employer with a long-term perspective and a rich history. A history we make every day through the unique skills and commitment of our people.

Grateful for this commitment, we provide a stimulating work environment which offers outstanding opportunities for professional and personal growth, a healthy work-life balance, and a chance to help us drive our business forward with innovative solutions.

To continue making history, we continue to have confidence in our people and the unique culture within Q8. To guide us on our transformation journey, we want our colleagues to collaborate with each other and with our stakeholders, to dare to experiment and welcome new ideas, and to take responsibility and be accountable for turning those innovative ideas into mature solutions.



'Welcome to the Q8 family', is what I remember from when I was hired. I have felt this family spirit in an open mindset, the enthusiasm to move forward in the changing environment of the fuel business today, and the drive to accomplish this together. No matter what level in the organisation, everyone is willing to make time to get to know you and help you where they can.

Michiel Lepoutre
Project Analyst Q8 Northwest Europe



Exploring new ways of working

Supporting a digital workforce remotely

In early 2020, we implemented the first version of our **remote working** policy to give our people the opportunity to work partly in the office and partly remotely. Due to the continuing COVID-19 restrictions, we decided to review our remote working policy in 2021, to put more focus on remote work and digitalisation.

In this context, we launched a remote working survey, which revealed that most of our colleagues prefer the hybrid way of working, or Smart Work. We revamped our policy accordingly, asking our colleagues to come to

the office at least two days a week. This provides a good balance between remote and office working, allowing our colleagues to maintain a level of connection and engagement crucial for the strength of our organisation.

Colleagues can meet the demands of our remote working policy flexibly, in consultation with their departments. We also apply flexible hours for colleagues coming to the office or going home so that everyone can avoid rush-hour traffic.

To cater for the new reality of working more remotely, and the changed needs of our colleagues, we provide the vital equipment

needed, including laptops, screens, headsets, and chairs, to assure a good work environment. We have also invested in new tools and systems to support colleagues in their digital work routines. This includes Microsoft Teams, a platform on which to meet and collaborate from any location. The tool is widely implemented and everybody has been trained to use it. In 2021, we decided to repeat the basic training sessions and organise several additional hour-long webinars on various MS Teams subjects, such as working with MS Planner, OneDrive, and Whiteboard, or just providing tips and tricks about working with Teams.

We also added the Seat Reservation app to MS Teams, allowing colleagues to reserve a desk at the office when necessary, and as a way of monitoring available capacity. Moreover, we implemented DocuSign, which allows colleagues to sign documents digitally, meaning that there is no need to come to the office just to sign paperwork.

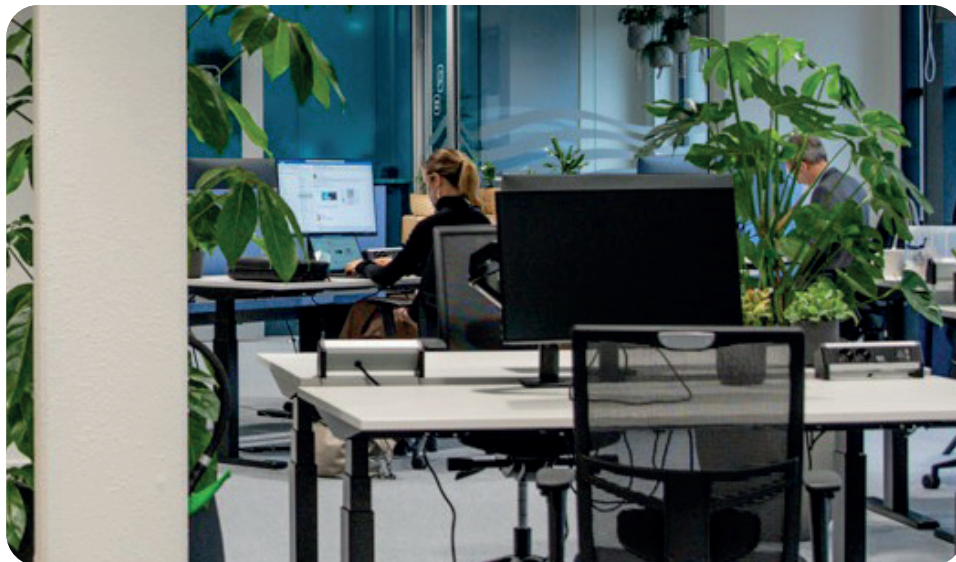
Currently, we are setting up a new and modern intranet environment using SharePoint Online. This user-friendly and intuitive platform will allow us to share information from a central location. Colleagues can register for events or training, and become involved in content creation, stimulating interaction and engagement. Available through the MS Teams application, as well as on desktop and mobile, the platform is more easily accessible than the current intranet.

We are continuing to implement UniQ, our global project covering nine European operating units and 24 countries. It comprises a global, user-friendly platform, moulding all our HR processes into a new way of working, stimulating both accountability and collaboration. It is a modern and dynamic tool with powerful functionality, which allows colleagues to manage their own data, managers to gain insights into their teams' data and post job vacancies, and for everyone to share feedback.



I feel proud being able to work for a company that chooses to embrace change rather than resist it. Just as Q8 chose to rethink its remote working policy after the pandemic struck, rather than fall back on the old way of working, Q8 also chooses to become a sustainable mobility player that works towards, rather than against, rapidly changing environmental regulations as opposed to focusing solely on the current business model for as long as possible.

Ellen Van Roey
Project Coordinator Q8 Northwest Europe





Keeping interpersonal links alive

With our colleagues working both in the office and remotely, we have launched numerous initiatives to keep everyone engaged and informed. These events bring people together, formally and informally, virtually and in the office. They include information-giving virtual live events in MS Teams we're calling Q8 talks, which will continue, in virtual format, to reach a wide audience.

We also host connecting events to bring colleagues together face to face. During the Back to Work weeks in September, Q8 radio broadcast interviews discussing Q8 activities and projects, and featured colleagues' favourite music. The weeks concluded with a cosy get-together with mocktails. In March, we organised our Spring events, bringing together colleagues from our operating units for a convivial gathering with drinks, food, and music.

Experimenting with the office of the future

As part of our evolution towards a sustainable mobility player, we are also transforming our office environments, aiming to offer colleagues inspirational and sustainable work spaces, which encourage everyone to do the best job possible. Based on a thorough analysis of the current working style and digital workspace,



At Alvero, we firmly believe we're stronger together, learning from each other and really making an impact on sustainability. Q8 is one of those companies that will help us become stronger. Over the past two years, Q8 has rented furniture from us for their offices in Antwerp and The Hague. With a company like Q8 at our side, we're more confident in our ambition to be the European expert in high-quality office furniture rental in a highly sustainable, circular and committed way.

Reinier Nederhoed,
Commercial Director Alvero Office furniture Rental



we have built a future office concept at our Antwerp office. The objective was to experiment and investigate both activity-based working (work efficiency) and human-scale working (work effectiveness) principles. This future office concept is also a comfortable, green and sustainable environment, which enhances work experience and allows colleagues to thrive in a human-scale work environment.

The feedback we received from colleagues involved in the experiment inspired us to develop the concept further, both on the other floors of our Antwerp offices and at our offices in The Hague. Consequently, we redesigned various parts of both offices:

- Both offices now have flex desks (so no more fixed desks) - colleagues have to reserve their flex desk in the office using the Seat Reservation app in MS Teams.
- The offices are no longer equipped with desktop computers: colleagues bring their own laptop and every desk has a screen.
- We have included more spaces to meet, collaborate, have lunch, make phone calls, or focus in a quiet atmosphere, and we have added more green to various spaces.
- All video conference rooms have been adapted to easily connect with colleagues working remotely via MS Teams.
- All new office furniture is leased and will provide more ergonomic comfort, allowing staff to work in a sitting or standing position.





Our future office

We launched our future office project in 2021 to create an attractive and sustainable office environment to perfectly match the needs of our people and the data we have collected in recent years. The project brings together all our experience in Smart Work, balancing remote work and working in the office and the future office experiments in Antwerp and The Hague.

To guide the project, we have brought together colleagues from various departments and units to gather insights and feedback from every angle. In addition, we can count on the professional support of JLL, a world leader in real-estate services.

The project started with an analysis phase, during which we carried out an online survey among our colleagues, conducted site visits, stakeholder interviews, vision sessions,

commuting impact assessments, and environmental analyses. Based on the findings collected in the first phase, JLL put together a list of potential locations for our future offices, which were evaluated by a group of Q8 representatives using a scorecard.

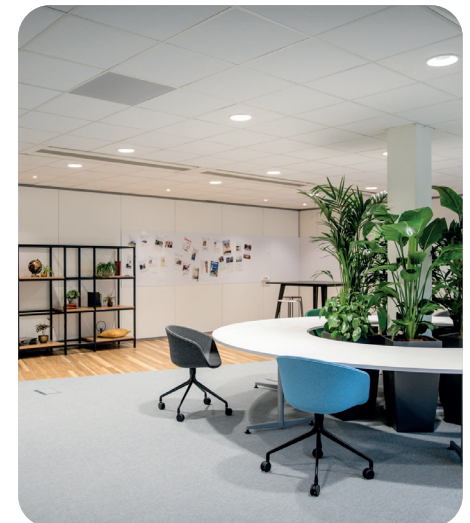
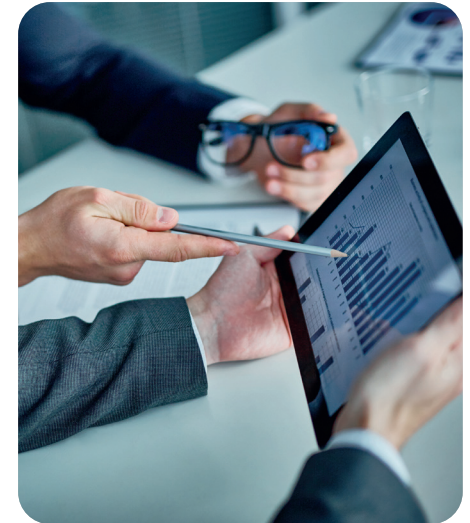
The scoring took into account sustainability, including carbon footprint and certification, as well as such factors as accessibility by car, public transport, and bicycle, and the number of electric charging points. While searching for a suitable building, we started to draw up our implementation plan, which includes archiving and digitisation of documents as a first major step.

Throughout this project, good communication is vital. To achieve this, we organised Q8 live info and Q&A sessions and we regularly confer with the work councils.



At JLL we're committed to shaping the future of real estate for a better world by using the most advanced technology to create rewarding opportunities, amazing spaces, and sustainable real estate solutions for our clients, our people, and our communities. For the future Q8 offices in Belgium and the Netherlands, our team is implementing a data-driven approach to reduce their carbon footprint and maximise commitments to the UN SDGs throughout all project lifecycle phases - design, construction, day-to-day operations, and end-of-use. This wholistic approach will ensure these properties are positively contributing to Q8's ambitions to be carbon neutral for Scope 1 and 2 emissions by 2025 and underpin its commitment to advancing sustainable development.

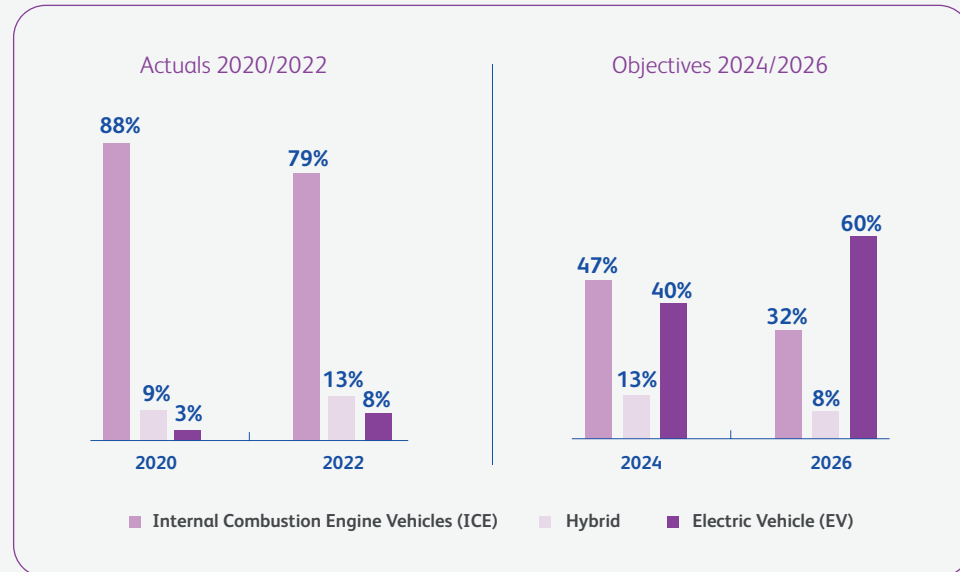
Owen Zachariasse
Senior Director Head of
Workplace Strategy JLL





A new and more sustainable car policy

In 2019, we resolved to make our car policy more sustainable. Since then, more and more colleagues have opted for a hybrid or fully electric car, making their contribution to reducing our car park's carbon footprint.



Following this positive trend, we are also expanding the number of charging points, both at work and at our colleagues' homes. At our Belgian Gateway office, the number of charging points doubled from 4 to 8 last year. From 2022, employees driving a diesel company car also have the possibility of refuelling with HVO100 at all Q8 service stations offering it (read more about this in the 'Planet' chapter).

By the end of 2024, we want 40% zero emission cars to be carbon neutral, and 60% by 2026. In the years that follow, we aim to achieve a 100%

green car fleet. We are currently investigating the total cost of ownership of having an entirely electric company car park, to match our future Q8 and Tango electric strategy. This will form the basis of our target setting.

However, in the next five years, we want to offer our colleagues the possibility of using different modes of transport in a flexible manner, including train, car and micro-transport such as e-bikes, e-scooters, and shared bicycles. These modes of transport were included as a factor in the selection process for our future office.



We are currently working on several projects to support our transformation to becoming a sustainable mobility player. In order to be successful, our engage and enable projects focus on providing tools to support colleagues throughout the journey. The future office project and the new company car policy are critical for this transition.

Johan Embregts
Procurement and Facilities Manager at Q8 Northwest Europe

My Wave My Story, sharing stories among colleagues

One way to strengthen social cohesion in our Q8 community is by sharing stories. That is why we launched the 'My Wave My Story' platform, where colleagues, and our people in the field, can share thoughts and experiences, perhaps about remote working or leadership in these virtual times.



Fit for the future

Diversity and inclusion

We offer everyone an equal opportunity to work, regardless of gender, religion or nationality. We do this by focusing on



women in leadership positions.



Our colleagues represent more than 15 nationalities, and speak almost as many languages.

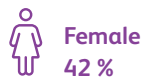
We have a very **loyal workforce**, with very little turnover.



This year, we welcomed 20 new colleagues.



learning and development, by offering our colleagues the opportunity to apply for internal promotions, and by motivating women to take up management positions. We therefore take great pride in our balanced and diverse workforce.



Recruitment, learning and development

We want to remain an attractive, decisive and learning employer for current and future employees. Through **Q8 Corporate Academy**, we offer our colleagues space to grow, learn, and develop. It offers a broad portfolio of international training programmes for talented employees, from young graduates to senior managers. The Q8 Corporate Academy firmly supports the principle of 'learning through doing' and encourages employees to take

responsibility for their own development. We also have **Q8 Corporate Academy Leadership Live**, which provides an extensive range of learning and business information from highly regarded sources, and all of this completely virtual. It is open to all employees looking to hone their skills and competences based on self-study. Together with our training partners, we put together a blended learning formula. With a well-balanced mix of face-to-face, online and telephone training moments, we strive to make learning and development at Q8 more flexible, interactive and personalised.



Sharing our transformation and future vision of sustainability is an important pillar in the recruitment and selection of new employees. We believe it is crucial to inform and enthuse our candidates from the outset to help build our sustainable future story. Throughout their careers, Q8 offers the opportunity for professional and personal development, so that each employee can fully grow and build a sustainable future.

Niels Klockaerts
Recruiter Q8 Northwest Europe

HR Connectivity Sessions

In 2021, Q8 organised five HR Connectivity Sessions for small groups of up to 15 employees. The aim was to offer a virtual platform where colleagues could connect and share, even across departments. Since the advent of remote working, we certainly still meet our direct colleagues, but connecting across teams and departments has become more challenging.

During the Connectivity Sessions, we discussed, among other things, the challenges of the COVID crisis at home and at work, shared our experiences and tips, and talked about particular practical and moral needs and how we can tackle them.



Embedding sustainability in the organisation

After the publication of our first sustainability report, we took the initiative to raise awareness and increase commitment among our colleagues as well as applicants. We organised an informative **tour across all departments**, launched five basic **training sessions**, as well as more in-depth training for line management, to give colleagues a real understanding of the business risks posed by climate change, and the strategic opportunities and value that arise from taking sustainable business action.

More than 80 employees participated in these interactive sessions, enabling them to lead change in their departments. During the sessions, colleagues were also given the opportunity to give **feedback** on our sustainability strategy, discussing both its strengths and opportunities for improvement.

Stimulating idea experimentation

The **Idea Experimentation platform** offers the opportunity to share any idea that will benefit our customers, our company, or our colleagues, taking responsibility for developing

the idea, and collaborating with a team to turn the idea into reality. The platform ensures a structural approach and that ideas are followed up through a dedicated idea generation board rigorously evaluating every input.



Working for Q8 is great. The company has a very flat organisational structure, which makes it so that everyone is very approachable, regardless of their hierarchical position. We have many passionate colleagues within the company, a lot of informal events, like sports activities, that create a great atmosphere and team spirit, and a lot of room for experimentation. What also makes it exciting to work for Q8 is that we have many nationalities, and exciting projects across the various operating units. When you work for Q8, you become part of the Q8 family.

Peter Lambrechts
Cards and Payments Systems Manager, Global Cards Business



I have been working at Q8 for over 32 years and I can tell you that Q8 is a big family that offers every employee the opportunity to grow during his or her career. You get ample opportunity to learn and educate yourself, up to a very professional level. The well-being of the employees has always come first. Q8 is a great company to work for.

François Duclos
Business Development Manager, Global Cards Business



Supporting a fit and healthy workforce in a safe work environment

Safety is top priority

At Q8, the safety of our workforce is top priority. Through prevention planning and safety communication and training, we strive to create the ideal work environment and protect our colleagues in the best possible way.

To keep track of our performance, we maintain a **quarterly Environment, Health and Safety (EHS) dashboard** in which several performance indicators such as lost workday cases, severity rate, environmental incidents, EHS training, while near misses are measured and benchmarked against targets. These targets are revised periodically to ensure year-on-year improvement.

We continuously measure and monitor the **lost time injuries (LTIs)**¹ of our permanent employees temporary employees, consultants, and contractors. This refers to injuries sustained at work resulting in loss of working time. Until 2019-2020, most LTIs occurred in the heating oil business, which was divested in 2021. Today, we mainly observe incidents among contractors. Through increased awareness and monitoring campaigns, we want to further reduce these incidents.

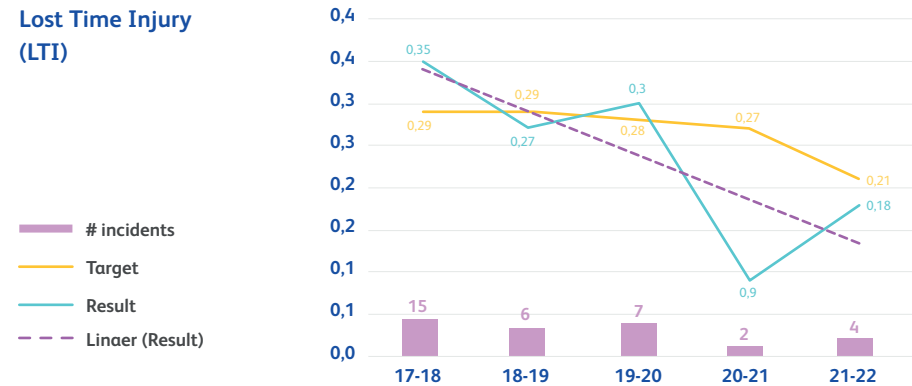
When calculating the **severity rate**² of accidents, we go beyond the scope of LTIs and include lost working days due to mental trauma (e.g., from an armed robbery in one of our

shops). In analogy with LTIs, the severity rate was also positively affected by the divestment of the heating oil business in 2021.

One of the actions we take to maintain high safety levels within Q8 are **safety walks**. These are on-site EHS checks that focus on legal compliance and potential incidents/calamities, as well as on tidiness and cleanliness. On a recent improvement project, we introduced a user-friendly reporting tool that allows us to analyse and trend data, and to benchmark EHS performance throughout our entire network. For 2022, we decided to increase the frequency of our safety walks and involve more colleagues to raise overall safety awareness.



Q8 Retail Benelux Lost Time Injury (LTI)



¹ 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



²The 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.



BeWell

Key figures 2021/2022

- 2** challenges
- 5** webinars
- 8** virtual training sessions
- 35** coached Q8 runners joining the Antwerp Marathon
- 40** Start2Run runners
- 98%** program awareness

well as health scans, virtual yoga, boxing, and functional training sessions. There are also webinars covering subjects such as digital detoxing, healthy food, and changing habits. Essentially, we offer a broad variety of activities to motivate our people to move, ease the mind, and adopt healthy eating habits.



Colleagues in Belgium also have the opportunity to lease bicycles at an attractive price. 73 colleagues currently participate in this bike lease plan.

At Q8, we want our people to be happy and healthy, while making sustainable choices in everyday life. That is why we have launched the BeWell programme, challenging and supporting our colleagues to take action and adopt a fit and healthy lifestyle.

The objective is to generate well-being awareness and create a strong team spirit. As part of our BeWell programme, we have set up training programmes for runners, as

Conducting a psychosocial well-being survey

In Belgium, working with Securex, we studied the mental well-being of our colleagues at work, using a scientifically supported digital questionnaire to conduct a psychosocial risk analysis. The survey revealed that the psychosocial work environment is experienced positively. One major point of concern was sedentarism. It can be a challenge to get colleagues out of their chairs and encourage them to move around more. We are actively working on this through the BeWell programme. Another focal point is work-life balance, an issue we aim to address with our new remote working policy.



BeWell for sustainability

In 2021, we challenged our colleagues to walk, swim, cycle, and run for a greener environment. For every 200 km covered, we committed to planting a tree. So far we have planted more than 1000 trees in our collaboration with Natuurpunt and Trees for All.

In 2022, we are setting up a similar campaign to walk, swim, cycle, or run as many kilometres as possible for a sustainable cause. We leave it up to our colleagues to decide which cause to support, with a decision to be made by the end of 2022.



Q8 gives plastic drinking cups from Port of Antwerp Marathon a second life

Runners at the Port of Antwerp Marathon in September 2021 were encouraged to throw their empty cups in the Q8 recycling bins lining the course. The cups will all be given a second life, recycled via 3D printing into a trendy picnic table for our Q8 service station in Turnhout. The infographic below explains how the recycling process works.



How did this process take place?

Runners throw their empty cups in the Q8 recycling bins



1

The now sorted, single-stream plastic is ground into flakes



3

The flakes are then washed and demagnetized



5

The recycled flakes with a small amount of glass fiber creates a recycled material with the right properties to print furniture



7

The furniture will be placed at a Q8 station



9

This mixed plastic waste is collected for recycling and sorted into their different recycling streams



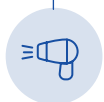
2

The flakes are sifted and screened to remove dust and contamination



4

The flakes are dried and ready for compounding



6

Using a 3D-printer, the recycled plastic compound is turned into a table with chairs



8

If the furniture would break or no longer be used, it can be recycled through the same process into another 3D printed product, closing the loop and ensuring the material can be re-used indefinitely.



10

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GREENHOUSE GAS VERIFICATION STATEMENT

Q8 RETAIL BENELUX

VINÇOTTE nv

Jan Olieslagerlaan 35
1800 Vilvoorde, België

Organisation

Q8 Retail Benelux
Brusselstraat 59
2018 Antwerp
Belgium

Period

01/04/2021 – 31/03/2022

Verification procedure

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

Verified amount

14.494 ton CO₂-eq

Declaration of independence

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

On behalf of Vinçotte,
1/6/2022



Ramses Sterckx
Project Engineer



ir. Evert Vermaut
Team Leader

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User of the GHG-assertion

Internal and external stakeholders, the general public

Level of assurance

Limited assurance

Objectives, scope and criteria:

Vinçotte performed on behalf of Q8 Retail Benelux an independent limited assurance of the anthropogenic greenhouse gas emissions between 01/04/2021 – 31/03/2022. 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) and km travelled with private cars for business travel purposes.

The greenhouse gasses 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 14.494 ton of CO₂-eq. in 2021 to a level of limited assurance.

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

It is the conclusion of Vinçotte that the greenhouse gas emissions of Q8 Retail Benelux for the period 01/04/2021 – 31/03/2022 are fairly stated.

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VERIFICATION STATEMENT

Q8 RETAIL BENELUX

VINÇOTTE nv

Jan Olieslagerslaan 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 9.1% 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 01/04/2021 – 31/03/2022;
 - 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 61080401_Q8KPIASSURANCE.

3/6/2022

Ramses Sterckx
Project Engineer

ir. Evert Vermaut
Team Leader

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Annex 1 (KPI's verified)

The following KPI's were verified:

- Q8 Retail Benelux has 195 fuel tank stations with solar panels;
- Q8 Retail Benelux has 60 sites in Belgium where AdBlue is sold;
- Q8 Retail Benelux has 14 sites in The Netherlands where AdBlue is sold;
- Q8 Retail Benelux has 10 sites in Luxemburg where AdBlue is sold;
- Q8 Retail Benelux has 15 sites in Belgium where CNG is sold;
- Q8 Retail Benelux has 1 site in Belgium where LNG is sold;
- Q8 Retail Benelux has 14.358 charging points in Belgium for electric vehicles;
- Q8 Retail Benelux has 96.215 charging points in The Netherlands for electric vehicles;
- Q8 Retail Benelux has 1.793 charging points in Luxemburg for electric vehicles;
- Q8 Retail Benelux has charged a total of 961.462,72 kWh at the electrical charger points in The Netherlands, Belgium and Luxemburg;
- Q8 Retail Benelux's fuel (gasoline and diesel combined) physically consists out of 9.1% bio-based fuels;
- Q8 Retail Benelux has 9 fuel stations in Belgium where HVO 100 can be fueled;
- Q8 Retail Benelux has 1 fuel station in The Netherlands where HVO 100 can be fueled;
- Q8 Retail Benelux' s HR data is the following
 - A total of 354 employees;
 - Of these employees, 146 of them are women and 208 are men;
 - Age-based distribution: see table below

Age	>25 years	25-29 years	30-34 years	35-39 years	40-44 years	45-49 years	50-54 years	55-59 years	>= 60 years	Total
Count of employees	4	18	39	61	62	60	55	31	24	354

- New employees during 01/04/2021 – 31/03/2022: 20;
- Total employees covered by Collective bargaining agreement: 68.39%

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Do you have any suggestions about our sustainability report?

Contact us: communications@Q8.com

Kuwait Petroleum (Belgium) N.V.

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Concept and implementation © Cayman