

Sustainability update 2024/2025

Q8 Retail Benelux





A message
from Frank Rouwens
Managing Director

Amidst these defining times, our commitment to becoming a leader in sustainable mobility grows more resolute with each step forward. Building on the solid foundation laid before, this report showcases our latest achievements and outlines our most ambitious goal yet: no more climate impact from scope 1 and 2 emission sources within Q8 Retail Benelux.

Over the past year, we have made significant strides in deepening our sustainability impact. We successfully implemented a sustainable coffee cup solution, reinforcing our commitment to reducing single-use waste. Our efforts in electronic waste management have been exemplary, with over 90% of e-waste from our previous office being reused or recycled responsibly. Food waste prevention initiatives have expanded further, reflecting our ongoing partnership with organizations like Too Good to Go and our drive to minimize environmental impact.

We are proud to have been recognized once again as Baanbrekende Werkgever, a testament to our commitment to employee well-being and engagement. Our BeWell program continues to foster a healthy, supportive workplace, which was further energized by the success of our Year Kilometre Challenge — a campaign that not only encouraged active lifestyles but also aided two sports organizations supporting people with disabilities.

In line with our core mission, we have continued to reduce emissions from our company car fleet and the companies transporting our fuel, and expanded our electric vehicle charging infrastructure, making sustainable mobility more accessible than ever. These initiatives are crucial stepping stones toward our overarching goal of reducing all emissions from our activities to zero in the long term.

Looking ahead, our focus for this year is clear and ambitious: to neutralize Scope 1 and 2 emissions from the Q8 Retail Benelux activities. We will accomplish this by further reducing emissions where possible and responsibly financing climate projects to address the remainder.

Our progress is a direct result of the passion, innovation, and dedication of our teams and partners. Together, we are building not just a sustainable business, but a sustainable future for all.

CONTENT

TAKING
RESPONSIBILITY
FOR

our carbon footprint

our products

our waste

our people

SCOPE

This update 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, Tango, Q8Truck service stations, and Q8 electric and Tango electric vehicle charging solutions

Excluded are Q8Research in Europoort (NL), Q8Oils in Antwerp, Q8Truck operations outside the Benelux, and Q8Aviation services at airports.



Q8 Belgium was awarded the silver medal from EcoVadis in 2023 for its sustainability journey



Q8 Belgium participated successfully focusing on talent development

the
Shift

All Q8 employees can join events from The Shift, an initiative that brings organisations together to make the sustainable shift.



Since the launch in September 2024, the Sustainable Supplier Code of Conduct has been included in 50 requests for proposals, marking our commitment to a sustainable value chain.



Our processes focused on quality and the environment, are ISO 9001 and ISO 14001 certified



For our use of energy from renewable resources we are ISCC EU certified

TAKING OUR CARBON RESPONSIBILITY

GHG emissions (tonnes CO₂)



	22/23	23/24	24/25
Scope 1	4,642	3,323	3,077
Scope 2*	2,157	2,328	1,996
Scope 3**	10,175	9,245	8,860
Scopes 1, 2 and 3 combined total	16,974	15,491	14,670
kg CO ₂ /sold m ³	7.24	6.22	4.94

Target as from 2025 onwards

Q8 Retail Benelux wants to neutralize scope 1 and 2 emissions from its activities. We will accomplish this by further reducing emissions where possible and responsibly financing climate projects to address the remainder.

* Scope 2 emissions are "location based". Since we purchase only electricity from renewable sources, these emissions are reduced to almost zero (only electric company cars charges are considered grey).
** Scope 3 emissions from fuel transport by road tankers were recalculated to reflect the positive effect from the use of HVO100 instead of diesel, clearly picking up as from 23/24.

Solar panels

	22/23	23/24	24/25
Green electricity contract Benelux	100%	100%	100%
Solar Panels (stations / depot)	BE: 193 NL: 47 LU: 7	BE: 198 NL: 62 LU: 7	BE: 220 NL: 102 LU: 7
% Solar Panels (stations / depot) of the stations	BE: 51% NL: 23% LU: 23%	BE: 55% NL: 32% LU: 21%	BE: 60% NL: 52% LU: 21%

Target 2026

Locations equipped with solar panels:
BE: 285
NL: 139
LU: 9

In 2023-2024, some 1,511,663 kWh was produced by the panels, that equals the yearly electricity consumption of more than 500 families/households (based on the Belgian average)

AdBlue

	22/23	23/24	24/25
AdBlue sites	Total: 120 BE: 91 NL: 14 LU: 15	Total: 132 BE: 99 NL: 14 LU: 29	Total: 144 BE: 101 NL: 15 LU: 28
Packed AdBlue (L) sold BE & LU	358,715 litres	317,940 litres	255,585 litres
Shops where AdBlue is sold BE & LU	159 shops	158 shops	164 shops

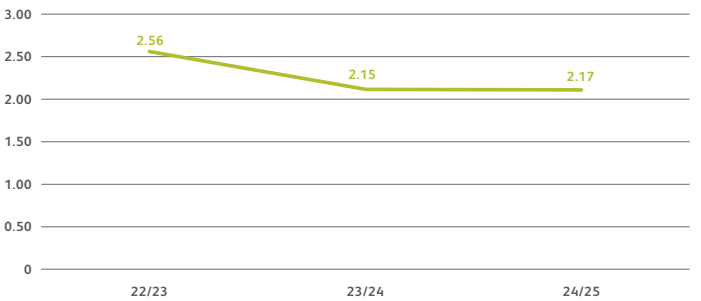
These figures are expected not to grow and possibly decline, certainly because diesel for personal cars is phased out much faster than for commercial road transport

Hydrotreated Vegetable Oil

	22/23	23/24	24/25
Stations with Hydrotreated Vegetable Oil (HVO)	Total: 11 BE: 9 NL: 2	Total: 14 BE: 9 NL: 5	Total: 15 BE: 9 NL: 5 LU: 1

Sales of HVO are anticipated to increase in the future, especially within the logistics sector.

Road Tanker Fuel Transport Carbon Intensity (kgCO₂e/transported m³)



Thanks to the ongoing Q8 incentive for our fuel transport companies, the use of HVO100 has surged by 22%, driving a remarkable 26% reduction in (Scope 3) emissions from this activity since 2019 - significantly surpassing our 18% reduction target.

Target 2026: continue to stimulate HVO100 to reduce further with a max of 2.40 kgCO₂e/transported m³

HVO100 produces up to 90% fewer CO₂ emissions than diesel.

TAKING RESPONSIBILITY FOR OUR PRODUCTS



Q8 & Tango electric: E-mobility is the future

In January 2024, we made history by teaming up with Storm to launch Belgium's very first full-service fast charging stations. Building on this breakthrough, we're powering the future of sustainable mobility by opening 6 brand-new electric charging sites last year, bringing fast, reliable, and green energy closer to drivers across the country.

In March 2025, a dynamic partnership between Tango and Bakker Bart in the Netherlands is set to launch a modern food, fuel and charging concept designed for today's lifestyles. This initiative combines the convenience of fresh sandwiches and premium coffee with a strong commitment to electric vehicle charging.

- Target 2026: 25 new Q8 Storm sites
- Target 2027: open 10 new concept Tango & Bakker Bart sites

Roll out partnerships and fast chargers on our fuel stations in the Benelux
Fast chargers at 500 locations by 2030

Up to 200 Q8 electric fast charging stations with shops in Belgium
Partnership with Storm

Implementing office and home chargers
Convert our B2B customers from fuel to electric

International network with Q8/Tango electric card and app
99% Benelux - +500.000 in Europe



Charging points Benelux

22/23	23/24	24/25
Total: 154,706	Total: 190,300	Total: 277,697
BE: 29,011	BE: 54,500	BE: 83,811
NL: 123,842	NL: 133,500	NL: 191,155
LU: 1,853	LU: 2,300	LU: 2,731

Yearly target

With Q8 electric, offer access to 99% of the charging points in the Benelux

kWh charged by Q8 card users at own (CPO) and external networks (+ MSP) in Europe

22/23	23/24	24/25
CPO	CPO	CPO
Total: 389,682	Total: 817,515	Total: 4,395,202
BE: 91,867	BE: 336,067	BE: 3,117,918
NL: 296,873	NL: 479,905	NL: 1,258,925
LU: 941	LU: 1,543	LU: 18,359
MSP	MSP	MSP
Total: 1,430,677	Total: 5,812,766	Total: 13,919,742
BE: 1,028,544	BE: 4,001,826	BE: 9,566,587
NL: 273,221	NL: 1,607,587	NL: 4,028,404
LU: 128,912	LU: 203,353	LU: 324,750

Km driven by electric vehicles charged at Q8 charging points in Europe

22/23	23/24	24/25
Total: 277.697	Total: 4,087,575	Total: 21,976,010
BE: 86.700	BE: 1,680,335	BE: 15,589,590
NL: 193.040	NL: 2,399,525	NL: 6,294,625
LU: 2.819	LU: 7,715	LU: 91,795

Company-owned service stations equipped with charging points (current business excluding the new Storm/Q8 electric sites)

22/23	23/24	24/25
Total: 31	Total: 49 sites	Total: 57 sites
BE: 22 sites	BE: 34 sites	BE: 33 sites
NL: 9 sites	NL: 15 sites	NL: 19 sites
		LU: 5 sites

TAKING RESPONSIBILITY FOR OUR WASTE



Reducing our food waste - Too Good to Go

	22/23	23/24	24/25
Too Good to Go shops	85 shops	84 shops	88 shops
Too Good to Go meals	46,996 meals and 117.49 tonnes of CO ₂ saved	46,539 meals and 125.66 tonnes of CO ₂ saved	40,953 meals and 110.57 tonnes of CO ₂ saved

Selling fewer food waste meals shows we're reducing surplus food and making our operations more sustainable.



increase the number of participating shops to 92
exploring participation by Bakker Bart shops at Tango



ACHIEVED IN 2024/2025

Reducing
our waste water
& water use

Kärcher carwashes
at three sites bringing
to the total to five, with
recuperation of around 85%
by biological treatment
(air supply) and limiting
fresh tap water
addition (25L/wash).

Target 2026
5 new sites



Reducing
waste at out
service stations

Inspired by the roll out in
Flanders last year, we
have expanded separate
waste collection to
all Q8 service stations with
a shop in Wallonia and to
all Q8Truck service stations
across Belgium and
Luxembourg.



Merci
de garder
notre station
propre.

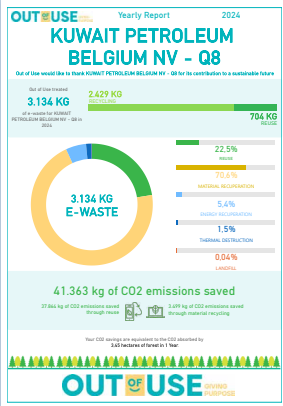
Veuillez jeter vos déchets
dans ces poubelles.



Reducing
our e-waste

By committing to the almost
complete recycling and reuse of
all e-waste by Out-of-Use from our
previous offices (Gateway House),
we not only minimize environmental
impact but also champion a circular
economy that transforms discarded
electronics into valuable resources
for the future.

Target 2026
exploring future solutions
to tackle e-waste



TAKING RESPONSIBILITY FOR OUR PEOPLE



Loek's Drive:
Creativity
“Doing things
my own way and
being appreciated for it
is very energising.”
Creativity is an
accountability Force.

your drive, our future

Employee
Training

Average number of training hours
per employee: 35

Fit for the future

Average age
of our employees:
42.8

95% permanent contracts

13% part-time

>19 nationalities

418 employees: 57% male - 43% female

40% or 38 women in leadership positions



5 COMPETENCIES FOR
COLLEAGUES

Accountability
Collaboration
Customer Centricity
Innovation
Learning Agility

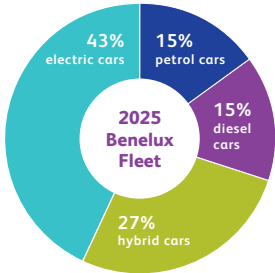


LEADER COMPETENCIES

Coaching
Foresight
Trust

Exploring new ways of working

	22/23	23/24	24/25
Bike leases	89	105	106
EV cars	BE: 3 NL: 16	BE: 34 NL: 25	BE: 71 NL: 33 LU: 2
Hybrid cars	BE: 18 NL: 12	BE: 34 NL: 15	BE: 43 NL: 22 LU: 2



Target 2026

60% carbon neutral company car fleet

We are proud to have reached our goal of a 40% carbon-neutral company car fleet by 2025, demonstrating our commitment to sustainability and the success of our car policy using the Total Cost of Ownership (TCO) approach.

Sustainable offices

Belgium

Since June 2024,
the innovative coffee cup
dishwasher (AUUM) actively
engages employees by turning
daily coffee breaks into simple,
hands-on actions that reduce
waste, raise environmental
awareness, and foster a
shared commitment to
sustainability.



Luxembourg

Our 208 solar panels
at the office and depot is
a first step toward energy
independence,
with plans to expand and
maximize renewable
energy use in the
future here.



Netherlands

In 2024, advanced air quality
monitoring was implemented
in our Rotterdam offices to protect
health, productivity, and comfort.
The Antwerp offices are set to
benefit from this upgrade in
2025, reinforcing
our commitment to employee
well-being and workplace
excellence.



AirTeg ONLINE
MONITORING



TAKING RESPONSIBILITY FOR OUR PEOPLE



Supporting a fit and healthy workforce with BeWell



442
Unique Participants
(57% of the
total population)



3
Colleague initiatives



1 Mind campaign
#BePositive
4 Mind initiatives
#BePositive Bingo,
#BePositive Gratitude cards,
International Week of Happiness at
Work, World Wellness Weekend

23

Fruit trees

planted in Africa by
providing fresh fruit in the
offices two times per week



2

Team challenges

Torch relay team challenge
Recovery team challenge



671

Massages



6

Connecting events



1 Year km challenge

164,872 km collected
(worth € 8,244) divided
between Belgian Paralympic
Committee and Fonds
Gehandicaptensport



64%

of colleagues feel more
committed to Q8

70%

of colleagues are more aware
of their wellbeing

17

**Cycling, Running or
Walking events**



4

Workshops

at 3 different locations



3

Communities

50 coached Cyclists,
Runners, Walkers, Foodies



Do you have any suggestions about our sustainability report?

Contact us: communications@Q8.com

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