

Sustainability update 2023/2024

Q8 Retail Benelux





A message
from Frank Rouwens
Managing Director

As we navigate through these transformative times, our commitment to become a sustainable mobility player remains. This report highlights our key initiatives and the progress we have made in our journey towards a more sustainable and responsible business.

Our commitment to electromobility is evident through our continuous expansion of electric vehicle charging infrastructure. We are partnering with Storm to drive strong growth in the Belgian fast charging network, establishing new locations to support the increasing demand for electric vehicles.

We are dedicated to using efficient & renewable energy by installing solar panels on every feasible site. This initiative not only reduces our carbon footprint but also promotes energy independence. We are upgrading the cooling installations in over 120 of our existing shops with the latest technologies. This renewal aims to enhance energy efficiency and reduce our overall environmental impact.

Our efforts to reduce waste are reflected in various initiatives, including circularity for IT waste, partnerships with Too Good to Go to minimize food waste, and the use of reusable office coffee cups.

We believe that sustainability extends to the well-being of our employees. Our BeWell program actively supports the physical and mental health of our team members, promoting a healthy and productive work environment.

As we continue to innovate and explore new avenues, we remain dedicated to our sustainability goals. Our achievements thus far are a testament to the hard work and commitment of our teams, and we look forward to building a more sustainable future together.

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, IDS service stations, and Q8 electric and Tango electric vehicle charging solutions

Excluded are Q8 Research in Europoort (NL), Q8 Oils in Antwerp, IDS operations outside the Benelux, and Q8 Aviation services at airports



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



Q8 Belgium participated successfully focusing on greening employee commuting



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



To support our commitment to a sustainable value chain, we will launch the Sustainable Supplier Code of Conduct in 2024.



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)

	21-22	22-23	23-24
Scope 1	3,332	4,642	3,323
Scope 2	2,467	2,157	2,328
Scope 3*	10,470	10,175	9,840
Scopes 1, 2 and 3 combined total	16,269	16,974	15,491
kg CO₂/sold m³	7.10	7.24	6.22



Target 2025
Q8 Retail Benelux wants to be carbon neutral for Scope 1 and 2 carbon emissions of its assets and activities.

*Scope 3 emissions do not yet include all categories like waste, water and the use of sold products. More data will become available and means to decarbonize will be evaluated the coming years.

Solar panels

	21-22	22-23	23-24
Green electricity contract Benelux	100% (LU since 1/1/2022)	100%	100%
Solar Panels (stations / depot)	BE: 168 NL: 23 LU: 4	BE: 193 NL: 47 LU: 7	BE: 198 NL: 62 LU: 7
% Solar Panels (stations / depot) of the stations	BE: 44% NL: 11% LU: 13%	BE: 51% NL: 23% LU: 23%	BE: 55% NL: 32% LU: 21%



Target 2025
Locations equipped with solar panels:
BE: 285
NL: 102
LU: 7

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

	21-22	22-23	23-24
AdBlue sites	Total: 84 BE: 60 NL: 14 LU: 10	Total: 120 BE: 91 NL: 14 LU: 15	Total: 132 BE: 99 NL: 14 LU: 29
Packed AdBlue (L) sold BE & LU	356,735 litres	358,715 litres	317,940 litres
Shops where AdBlue is sold BE & LU	161 shops	159 shops	158 shops

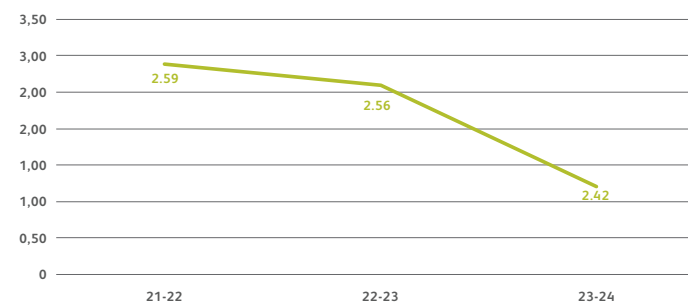
These figures are expected not to grow and possibly decline, certainly because diesel for personal cars is phased out much faster than for commercial road transport

Hydrotreated Vegetable Oil

	21-22	22-23	23-24
Stations with Hydrotreated Vegetable Oil (HVO)	Total: 10 BE: 9 NL: 1	Total: 11 BE: 9 NL: 2	Total: 14 BE: 9 NL: 5

It is expected that the sales of HVO will grow in the future, in particular in the logistics sector.

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



Target 2025
18% reduction vs 2019, i.e. 2.40 kg CO₂/transported m³

Q8 incentivizes its fuel transport companies to drive trucks on HVO100 instead of diesel. HVO100 has up to 90% less CO₂ emissions compared to diesel.

TAKING RESPONSIBILITY FOR OUR PRODUCTS



Q8 & Tango electric: E-mobility is the future

In January 2024, we took an exciting step in the acceleration of our Q8 electric offering. We have teamed up with renewable energy company Storm in launching Belgium's very first full-service fast charging station.



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



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



Charging points Benelux

21-22	22-23	23-24
Total: 112,366	Total: 154,706	Total: 190,300
BE: 14,358	BE: 29,011	BE: 54,500
NL: 96,215	NL: 123,842	NL: 133,500
LU: 1,793	LU: 1,853	LU: 2,300



Target 2025

With Q8electric, offer access to 99% of the charging points in the Benelux every year

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

21-22	22-23	23-24
CPO	CPO	CPO
Total: 199,279	Total: 389,682	Total: 817,515
BE: 27,867	BE: 91,867	BE: 336,067
NL: 171,312	NL: 296,873	NL: 479,905
LU: 100	LU: 941	LU: 1,543
MSP	MSP	MSP
Total: 866,870	Total: 1,430,677	Total: 5,812,766
BE: 589,410	BE: 1,028,544	BE: 4,001,826
NL: 258,700	NL: 273,221	NL: 1,607,587
LU: 18,760	LU: 128,912	LU: 203,353

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

21-22	22-23	23-24
Total: 4,707,314	Total: 7,153,385	Total: 29,063,830
BE: 3,287,209	BE: 5,142,720	BE: 20,009,130
NL: 1,340,049	NL: 1,366,105	NL: 8,037,935
LU: 180,054	LU: 644,560	LU: 1,016,765

Company-owned service stations equipped with charging points (current business excluding the new Storm/Q8electric sites)

21-22	22-23	23-24
Total: 9	Total: 31	Total: 49 sites
BE: 0 sites	BE: 22 sites	BE: 34 sites
NL: 9 sites	NL: 9 sites	NL: 15 sites



Target 2025

63 sites

TAKING RESPONSIBILITY FOR OUR WASTE



Reducing our food waste - Too Good To Go

	21-22	22-23	23-24
Too Good to Go shops	69 shops	85 shops	84 shops
Too Good to Go meals	28,000 meals and 69.7 tonnes of CO ₂ saved	46,996 meals and 117.49 tonnes of CO ₂ saved	46,539 meals and 125.66* tonnes of CO ₂ saved

* Too Good To Go information showed that the CO₂ conversion factor for a saved meal increased from 2.5 kg to 2.7 kg per meal.

 **Target 2025**
48,000 meals and 130 tonnes CO₂ saved



ACHIEVED IN 2023-2024

Reducing
our waste water & water use

Kärcher carwashes at two sites with underground water recycling with recuperation of around 85% by biological treatment (air supply) and limiting fresh tap water addition (25L/wash).

 **Target 2025**
5 sites



Reducing
our waste from shops

Separate waste collection at service stations in Flanders. Selection of the best solution was made after testing with different dustbins at several sites.

 **Target 2025**
Rollout in Wallonia

Merci de
garder notre
station propre.



Veuillez jeter vos déchets dans ces poubelles.



PLANNED FOR 2024-2025

Reducing
our e-waste


Out-of-Use contracted for dismantling all electric & electrical appliances in the former head offices in Gateway House (Antwerp, Belgium)

 **Target 2025**
>90% of e-waste recycled or reused



Reducing
our daily office waste

In the new Antwerp offices, an innovative coffee cup dishwasher solution (AUUM) will be implemented that reduces water consumption, energy needs and its overall environmental impact

 **Target 2025**
No more disposable coffee cups in the Benelux head offices



TAKING RESPONSIBILITY FOR OUR PEOPLE



Employee Training

Average number of training hours per employee: 44

Fit for the future

Average age of our employees:
43.26

94% permanent contracts

13% part-time

>18 nationalities

378 employees: 43% female - 57% male

37% or 30 women in leadership positions



5 COMPETENCIES FOR COLLEAGUES

- Accountability
- Collaboration
- Customer Centricity
- Innovation
- Learning Agility

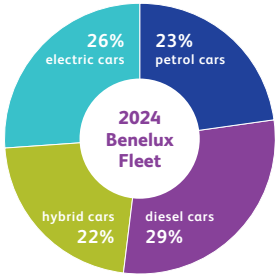


3 LEADER COMPETENCIES

- Coaching
- Foresight
- Trust

Exploring new ways of working

	21-22	22-23	23-24
Bike leases	73	89	105
EV cars	BE: 3 NL: 6	BE: 3 NL: 16	BE: 34 NL: 25
Hybrid cars	BE: 19 NL: 17	BE: 18 NL: 12	BE: 34 NL: 15



Target 2025

Company car fleet: 40% carbon neutral* by 2025

There is a positive evolution towards the 40% carbon neutral company car fleet ambition for 2025. The 2024 company car policy is based on "Total Cost of Ownership" (TCO) that will incentivize the best sustainable option for an individual company car.

* Only electric cars are currently considered as carbon neutral.

Sustainable offices

Existing building BREEAM-certified



Near public transport hotspot



Sustainable design & energy use



Employee work comfort



Circularity for furniture & décor in current offices



Management



Health & Wellbeing



Energie



Transport



Water



Resources



Resilience



Land Use & Ecology



Pollution



TAKING RESPONSIBILITY FOR OUR PEOPLE



Supporting a fit and healthy workforce with BeWell



662
Participations



6
Colleague initiatives



496
Messages

706
Trees planted



1
work-related incident resulting
in injuries with absence



3
Mind initiatives
World Wellness Weekend,
World Gratitude Day,
International Week of
Happiness at Work



5
Connecting events



4
Workshops
Cycling, Running,
Healthy Cooking, Walking



8
workdays lost due
to work-related injuries



13
Cycling, Running
or Walking events
participated in 4 Communities
with 78 coached Cyclists, Runners,
Walkers and Foodies



3
Challenges



1
Ergonomics campaign
5 ergonomic topics
were highlighted along
with corresponding tips & tricks



Do you have any suggestions about our sustainability report?

Contact us: communications@Q8.com

Kuwait Petroleum (Belgium) N.V.

Desguinlei 100-8

B-2018 Antwerpen, Belgium

RPR Antwerpen, afdeling Antwerpen

BTW BE 0404.584.525



Follow us on LinkedIn: www.linkedin.com/company/q8

