

Opening our
SPACES

#peaceful city
#solidarity
#carbon neutrality

Sustainable development INDIGO Group 2021

Sustainable development brochure 2021

Communicating on INDIGO Group
CSR Strategy for the sustainable city

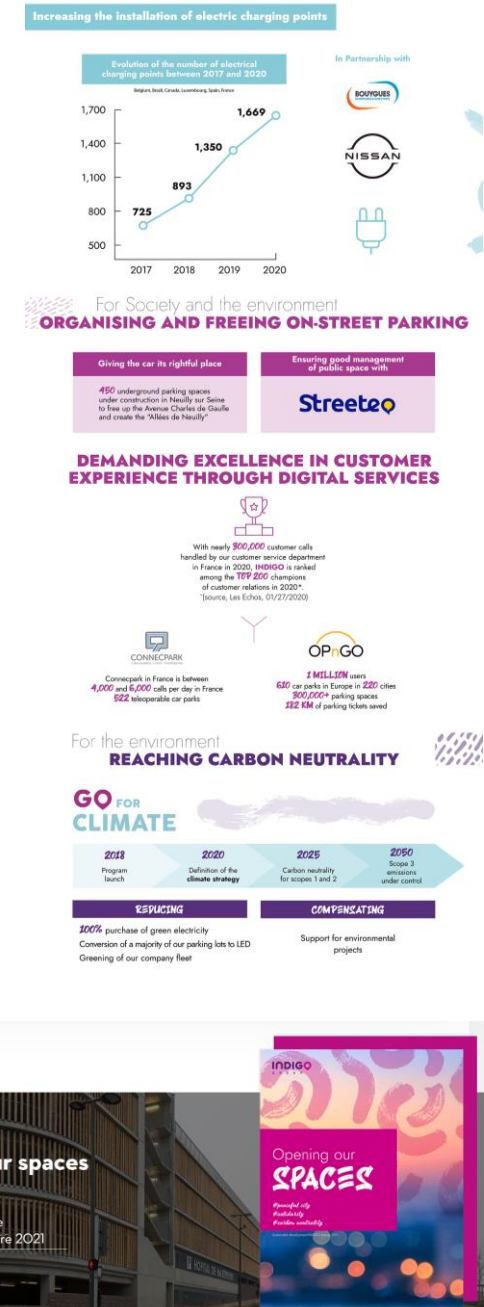
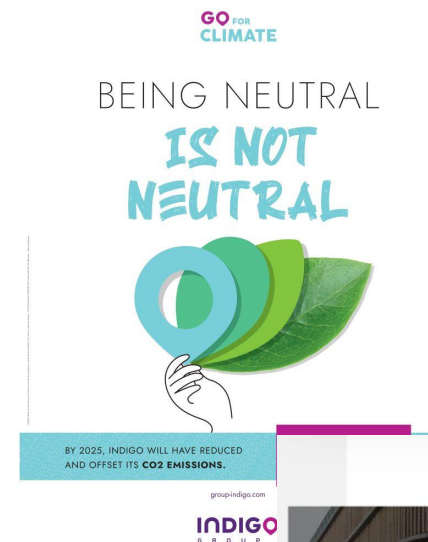
Creation of a brochure to gather INDIGO Group CSR achievements and objectives

- 30 pages to communicate on INDIGO Group CSR programme
 - Societal: sustainable city – more services, less congestion and traffic, soft mobility development
 - Environment: carbon neutrality roadmap, eco-conception...
 - Social: internal HR programmes and solidarity actions for a more inclusive city
- Highlight the concrete actions and achievements with numbers
- In line with INDIGO Group purpose « Opening space for city motion »



More than just a brochure

- A larger publication that includes:
 - 500 copies printed and dispatched to our commercial teams across the globe
 - A flipbook to view and download on group-indigo.com and on social networks Linked in and Twitter
 - A social media campaign with about 20 posts related to the key achievements
 - The infographic that wrap up key figures from the brochure
 - The redesign of our CSR section on group-indigo.com
 - A section dedicated to CSR communication on our intranet Inwego
 - A car park campaign on carbon neutrality



Brochure

EDITORIAL BY

SERGE CLÉMENTE
president of the INDIGO Group



2020 was a year like no other. How did the pandemic affect INDIGO?

Serge Clément: The Covid-19 health crisis shut down part of the global economy and did not spare our group. However, because we operate in several continents and have a diverse range of clients and contractual models, our 2020 results were not too severely affected. The refinancing strategy we adopted several years ago also allowed us to withstand the crisis better, and above all enabled us to preserve as many jobs and investments as possible.

It is true that, from the onset, we proved that we could act fast and adapt our organisation with responsive, organised and mobilised teams. Regarding external growth, in 2020, a record year, we rolled out an ambitious acquisition policy, primarily in Europe and North America, and invested over €252 million. The health crisis also prompted many spontaneous acts of generosity from our teams in all our regions. They reached out to healthcare workers and set up a solidarity fund that collected nearly €1 million to help our group's hardest hit employees.

"All INDIGO, all engaged!"

This crisis has taught us that our group is united and quick to respond. We have emerged stronger from it and now aim to return to 2019 growth rates by the end of 2021. We have prepared ourselves to emerge bigger and stronger from this pandemic.

Has the crisis prompted a change of strategy for INDIGO?

S.C.: The crisis forced us to take emergency action, but that does not mean that we have lost sight of our long-term objectives. We will continue to grow, to consolidate our finances and to open up to new businesses so we can better meet the needs of our clients and of the cities of the future regarding parking, last-mile logistics, mobility and new services. The crisis also highlighted new workforce-related, environmental, and social issues and heightened our stakeholders' expectations. More than ever before, people want stress-free cities, employees want meaningful jobs, and shareholders want a better balance between short- and medium-term profits.

We turned this difficult period into an opportunity and used it to rethink our company's strategic vision and collectively define our corporate purpose as "Opening space for peaceful city motion". This mission will ensure that

CHALLENGES AND OBJECTIVES

Enhancing city



By 2050

68%

of the world's population will live in cities (compared with 55% in 2020)

That will represent

7

ATTRACTIVENESS

By 2050, 68% of the world's population — or seven billion people — will live in cities, compared with 55% in 2020. For INDIGO, clearly these cities of the future must be more stress-free, with a more peaceful parking, a customer-centric approach, seamless travel solutions, green spaces and uncluttered streets. They must be places where everyone — the young, the elderly, families, and workers, etc. — instinctively feels at home.

Softer mobility

Far from disappearing, cars are now used in combination with quieter, more eco-friendly transport solutions that have less impact on quality of life in cities. Cars are also becoming cleaner thanks to the advent of electric and hydrogen-powered vehicles, and electric bicycles and scooters offer alternative travel solutions. This means that, depending on their habits and time of life, city-dwellers can choose the transport solution that is best suited to their specific needs and time constraints. Our role in this

transition is to facilitate new behaviours and provide infrastructures that meet these needs, for example, bicycle parking facilities, more e-vehicle charging stations, etc. As Serge Clément, President of the INDIGO Group explains, "INDIGO has proven experience in soft mobility and digital solutions which facilitate stress-free travel".

The city around the clock

Everything is accelerating and the "15-minute city" is becoming a reality. This trend is accompanied by a growing need for 24/7 services and additional eco-friendly, flexible last-mile logistics solutions. It calls for a more diversified range of transport services, like cargo-bikes, electric bikes, scooters and electric or hybrid delivery vans, that facilitate deliveries in the middle of the city. Our car parks are located right in city centres, providing rare access to the very heart of a municipality. These prime locations have incited us to offer even more services, often using the latest digital innovations.

NOS ENJEUX ET OBJECTIFS

Using space underground to free up the streets overhead

In large cities, on-street parking space is gradually being replaced by pedestrian streets, cycle paths and green areas. This trend is gathering speed, transforming cities into ever more tranquil environments. As Serge Clément explains, "Because they are underground, car parks offer solutions to current and future urban development issues. They boost strategic locations and large surface areas in the heart of increasingly densely populated metropolitan centres".

Rising to the challenge of climate change

Because preserving the environment requires concrete commitments, our Group's strategy includes clear measures to fight global warming. In 2021, for example, we are launching our "Go For Climate" plan which sets precise targets that we must meet to reduce and offset our carbon emissions. Using international standards as our benchmark, we aim to achieve net zero in Scope 1 and Scope 2 emissions by 2025 and control of Scope 3 emissions by 2050 (see pages 18-19). "Our commitment to the climate is a crucial part of our CSR strategy and means we can facilitate the energy transition in cities and help city-dwellers adopt new behaviours," explains Benjamin Voron, Head of Communication & CSR at INDIGO Group. "It reflects our Group's strong social and environmental engagement and accountability. And we will meet these objectives by deploying solutions all over the world."

73%

of the approximately 1,500 respondents, consider sustainable development a very important issue that should be taken into account by INDIGO in its future strategy and services.

Parking and services dedicated to electric, hybrid and hydrogen cars (score of 3.2/5) and bicycles and e-bikes (score of 3/5) are the most eagerly awaited offers.

Listening to users and city-dwellers

Since the people who use our infrastructures and live in cities are the best placed to assist our reflections and guide our choices, we regularly ask our clients to complete satisfaction surveys and answer questions about their habits and expectations.

In 2020, we formed a partnership with students from EM Lyon business school to conduct a European survey of how car parks are used and how they should evolve in terms of sustainability. The survey, which was open to anyone, addressed city-dwellers in general so that we could assess and account for everyone's needs. The questionnaire covered the



SHARING
our cities
in motion

« INDIGO's car parks are in city centres and have space that can be used for storage and to improve the flow of traffic. Their locations and layouts are key assets when it comes to developing new urban logistics services. Our partnerships with Amazon, Rewel and Mon-marché.fr are concrete examples of ways in which they can be used and are in line with our social and environmental goals »

Sébastien Frasse, Managing Director, INDIGO France

TO DIVERSIFY USES OF PARKING SPACES

Our car parks are multi-faceted, connected mobility hubs that adapt to local needs and play a crucial role in the development of the cities of the future. At INDIGO, we are making our vision of the "Car park of the future" — a sustainable, open space that interfaces with its surroundings — a reality, so that we can better respond to the needs of cities and their residents. We aim to foster smoother urban travel, limit pollution, and have a positive impact on the city's economic activity. We are therefore adapting our spaces and forging strategic partnerships with key players in last-mile logistics and mobility.

LAST-MILE DELIVERY MAKING LIFE EASIER FOR USERS AND REDUCING CONGESTION AND POLLUTION

Click & Collect car park zones
Customers at the Harcourt Plaza shopping mall in Seattle, Spain, can now pick up their online orders from a dedicated "click & collect" zone in the car park, that has been adapted to ensure safe, convenient shopping collection.



Lockers for Amazon parcels
INDIGO has joined forces with Amazon to install secure 24/7 parcel deposit and collection facilities in its car parks, so users can conveniently pick up their parcels when they go into town.

OUR OBJECTIVE 2021:
80% of parcels delivered

In Paris, fresh produce is delivered by cargo-bike from a car park

Mon-marché.fr is a fresh produce delivery service for people living in city centres. Orders are made on a smartphone app and the logistics chain includes storage areas, product preparation and delivery by cargo-bicycle. The company joined forces with INDIGO to trial the scheme in a car park right in the middle of Paris. An 800 m² area was converted into a logistics centre with storage areas, several cold rooms, and a reception area. The pilot was a success, and several other schemes are being rolled out.



Supplying electrical equipment with Rewel
To reduce the number of trips made to buy and deliver electrical equipment, INDIGO has joined forces with leading international electrical wholesaler Rewel, to set up a deposit and collection service in its car parks. The pilot was a success, and several other schemes are being rolled out.

"Depending on the size of the order, it is delivered to the locker for last-mile cargo-bike, or natural gas-powered (NGV). This scheme helps the environment by reducing both our own and our customers' carbon footprints."

Benoît Ribault, Project Manager, Rewel France

Reserved spaces and electric sockets for Stuart in Paris

Stuart is a startup that offers eco-friendly home deliveries to Brussels residents. INDIGO helps Urbanet manage its logistics by providing secure reserved parking spaces for its fleets at the Royal and Thor car parks.

MORE CONVENIENT AND CUSTOMIZED SERVICES FOR CITY RESIDENTS

From neighbourhood services to car washing, INDIGO is attentive to the needs of its users and is developing increasingly personalized services that make their lives easier.

"We are actively engaged in developing new services for city-dwellers in the regions where we operate. In North America, we are rolling out several schemes, from storage solutions to dark kitchens", by teaming up with specialists in "these professions". Wilfried Thierry, Managing Director, North America



Ever heard of car cities?

Well, they exist in Colombia, where car parks are literally cities within cities, with an incredible array of services and shops, including dark kitchens.

When their layouts are well suited, our car parks can be used to host community events. In 2020, for example, at the competition for young designers organised by Taloot Aguilera — a nonprofit set up by ENFC business school — the collections were unveiled at a fashion show held in the Terrasse shopping mall car park in northern France in the Mornay. INDIGO teamed up with the Taloot comedy festival could go ahead. It was organised as a drive in event at the airport car park which allowed attendees to watch the show from the safety of their cars, in full compliance with health measures. In Nancy, eastern France, for the seventh year running, INDIGO sponsored "La live sur la place", the city's annual literary fair.

Urbanet cargo-bikes crisscross Brussels

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"Professional kitchens that only produce food for delivery."

GETTING AROUND TOWN IN ALL MANNER OF WAYS

For several years now, INDIGO has been investing in soft mobility solutions. For example, through INDIGO Weel, we have developed our own shared bicycle and electric scooter services, which is now available for users in Toulouse, southern France. Since 2007, we have been shareholders of Smovengo, the consortium that operates the Paris Weel shared bicycle scheme (find out more on pages vi and vii). We also forged new partnerships in shared electric mobility in 2020, for example with Green Mobility in Antwerp and Beeploop in Brazil. INDIGO is also developing complementary solutions, with reserved spaces in its car parks for car-sharing and carpooling, and partnerships with startups like the one with carpooling mobile app (see page viii), which is currently an active pilot phase.

"There is ever-growing demand from city residents for better sharing of public spaces, and INDIGO helps cities divide space appropriately between cars and pedestrians, encourage soft mobility, increase green spaces and provide more locations for recreational activities." Luc Delorme, Borsari and South America Director

Organiser et libérer la voirie

Improving the way public spaces are shared between pedestrians, soft mobility users and car drivers is one of INDIGO's top priorities. In Meaux (north-east of Paris), surface parking spaces will gradually be removed and replaced with an underground car park. Having its street space and opening up its boulevard, the Meaux River to create more living conditions for the city's residents. In the western Paris suburbs of Neuilly-sur-Seine, we are building a 450-space underground car park at Les Sablons to make room for soft mobility on the avenue above. Shereen improves vehicle circulation, revitalizes city centre business activity, and reduces pollution in more than 20 French cities including Strasbourg and Paris. To respond to demand from cities, Shereen is currently recruiting and will open a new office image review centre in Tours. It is also rolling out new technology that will make its enforcement service more efficient.

Car sharing

As part of its constant bid to improve traffic flow and free up street space, INDIGO has forged several partnerships with online short-term car hire companies like Get Around, Ubergo, Virtus, and Taxis. Over 500 car-sharing vehicles are already housed in INDIGO car parks in Paris, Marseille, Toulouse, Strasbourg, Neuilly-sur-Seine, Boulogne-Billancourt, Bay-le-Mouton and Saint-Germain.



INDIGO with Veligo!
In an initiative by the city of Bourg-la-Reine in the Greater Paris area and in partnership with EF-Mobility, INDIGO operates a Veligo bicycle parking facility near the RER station (Evry-Paris regional express train) in Evry car park. This scheme aims to encourage people to use bicycles for short trips.

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A seamless customer experience enabled by digital technology
In 2016, INDIGO innovated by creating CHIGO, the first app that offers an all-digital parking experience allowing users to reserve spaces and use contactless payment at both on and off-street parking facilities. In 2020, INDIGO integrated its subsidiary and transformed it into a "digital factory", a strategic club that will make customer experience focused innovation one of our top priorities. To date, CHIGO has 1 million users and offers spaces in 630 car parks in Europe. To make things even easier for users, CHIGO is developing an app that will open its technology to other players, like the Parklet app. Thanks to CHIGO there is no need to print tickets when users enter or leave the car park — they are recognised by their number plates and the app also sends them a digital invoice by email. As a result, in 2020, 182 kilometers of car parking ticket paper were saved thanks to the technology.

OUR OBJECTIVE FOR 2021:
25% more users

OUR OBJECTIVE 2021:
1,000 car sharing vehicles

"Professional kitchens that only produce food for delivery."



Aiming for CARBON NEUTRALITY

OUR CLIMATE STRATEGY:

GO FOR CLIMATE

At INDIGO, to fight the urgent issue of climate change, as part of our CSR strategy, in 2021 we pledged to reduce our greenhouse gas (GHG) emissions and launched our climate plan. "GO for climate" consists of a series of concrete measures designed to help us achieve net zero in Scope 1 and Scope 2 emissions by 2025 and influence our stakeholders so we control Scope 3 emissions by 2050.

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MAKING SPACE FOR SOFT MOBILITY

A more peaceful city is above all a city where there is much less pollution and noise. To make this city a reality, INDIGO focuses on developing soft mobility solutions and helping clients roll out theirs. For example, we encourage cycling and install electric vehicle charging stations in our car parks.

Smovengo in the Greater Paris area in 2020:

- 60 municipalities equipped
- 1 400 stations
- 420 000 subscriptions
- 20 000 bikes in circulation, 40% of which are VAE

Accelerating behavioural change

Since 2017, INDIGO has been expanding its presence in large and medium-sized cities in France with soft mobility solutions (INDIGO Wheel (shared bikes and e-scooters) and Smovengo (the Greater Paris Vélib' bicycle and e-bicycle sharing scheme operator)).

Vélib', deployed and operated by Smovengo enjoy exponential growth, driven by strong demand for individual transport

INDIGO is a shareholder of Smovengo, which has operated the Vélib' shared bicycle scheme in Paris and the Greater Paris area – France's largest network of shared bicycles available 24/7 – since 2018. Its bikes boast innovative features like the electronic control box, integrated batteries, and are regularly upgraded to offer a seamless user experience. In spring 2020, after the first French lockdown was lifted, Smovengo's indicators soared – driven by strong demand from users wanting to avoid public transport – prompting it to reinforce its network.

Coming soon to Belgium

The recently inaugurated Opera car park project in Antwerp, Belgium, includes a 10-year concession contract to create 12 soft mobility hubs in INDIGO car parks in the city. From spring 2021, Antwerp residents will be able to use 100 bicycles, 30 e-bikes and 30 e-scooters.



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DESIGNING, BUILDING AND OPERATING LOWER-CARBON CAR PARKS

INDIGO is committed to helping the environment. We offer our clients sustainable infrastructure design and operation solutions and work with partners that can help us meet our carbon footprint reduction goals.

Making eco-design a priority

Light shafts, natural ventilation, landscaping, green areas, preserving biodiversity – our Technical Department and its in-house engineers include all these aspects in every new car parking infrastructure they create.

Building to last

We work with construction companies (Bouygues Bâtiment Ouvrages Publics, VINCI Construction, Briand, etc.) that have a CSR policy – this is one of our selection criteria – so we can limit the impact of our activities on the environment along the entire value chain.



"We work with INDIGO on beneficial city-centre eco-schemes, adding greenery to parking facilities and creating spaces that foster biodiversity. Our creations are attractive but also resilient enough to withstand increasing climate variability."
Yannick Ferry, urban landscape architect and co-founder of Atelier Lignes and Les Cocottes Urbaines

In Bordeaux, the Ars Belcier car park's eco-friendly design includes a green roof with over 1,200 different plants, rainwater harvesting, and a shared vegetable garden.



Secure bicycle parking facilities

With growing demand from city residents, INDIGO is developing that offer users secure parking and services for their bicycles:

- in Antwerp, under Tenierplaats – a secure 297-space bicycle parking facility with lockers and e-bike charging points;
- in Paris-Montparnasse – a 395-space underground bicycle parking facility with lockers and spaces for nine cargo-bikes;
- in Strasbourg – an 800-space bicycle parking facility and a Gare car park at the railway station.



Car parking for Strasbourg Paris Montparnasse



Eco-friendly car park management

Electricity consumption, cleaning products, air quality, etc. – INDIGO has taken a series of measures to minimise the environmental impact of its operations. They include:

- Switching to LED lighting in our car parks
- Following an eco-friendly car park cleanliness charter since 2012
- Monitoring the air inside our car parks with smart ventilation systems that turn on automatically

Brochure



Playing as a
TEAM

WE FOCUS ON THE **HUMAN** FACTOR

Every day, all over the world, men and women of different origins and backgrounds help put INDIGO on the map. We endeavour to preserve this rich and diverse human capital – we listen to all our employees, help them develop their careers, and support them along their paths.

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HELPING OUR PEOPLE

BLOSSOM

Every year, to help achieve the Group's goals, INDIGO develops a comprehensive training scheme and encourages employees to learn new skills.

Our programmes include:

- training courses all over the world, with our three parking schools in France, Brazil and the United States;
- manager assessments at Campus INDIGO France to ensure our managers get the training that is best suited to their needs;
- the Young Talent programme in Brazil, a two-year scheme – with training and hands-on experience in a wide range of jobs – that introduces talented young employees to several INDIGO professions before they choose the one for them. The Talent Lab course developed in 2019 in Canada, which helps managers advance their careers.

43 400
heures de formation
disponibles en 2020 (Moyenne)



INDIGO Group goes on a "learning expedition"

After the success of its first corporate programme in 2018, INDIGO launched another scheme for a dozen managers from different countries in 2021. The aim is for them to help the Executive Committee reflect on several strategic focuses and develop their expertise and leadership skills.

ENGAGED EMPLOYEES

BRAZIL (2019 survey)

85%
of our employees in the field are satisfied with the professional development opportunities available at INDIGO

UNITED STATES

72%
of LAZ Parking employees like their work environment (2019 survey)

LUXEMBOURG

93%
of employees are generally satisfied with their professional environment (INDIGO as an employer to their friends and family members, 2020 survey)

AN INCLUSIVE

COMPANY

Taking concrete measures to ensure equal opportunities and promote diversity is part of our DNA. LAZ Parking's "Second chance" programme helps people with blemished records re-enter the workforce. The company also took a public stand against racism in support of the Black Lives Matters and Women in Parking movements.

90/100
is the gender equality index score achieved in 2020 by the INDIGO US (social and economic group)



"Our company is stronger when it includes diversity in the way it operates. In fact, diversity is what creates movement and stimulates creativity."
Ellen Soete, Human Resources Director, INDIGO Belgium

FIGHTING

COVID-19 TOGETHER

The Covid-19 pandemic impacted people all over the world. True to one of its core values – solidarity – INDIGO responded by reaching out to employees and health care workers, and supporting them in several ways.



During the lockdowns, INDIGO and CPnGO offered healthcare workers unlimited free parking

50+
cities in France

413 000+
hours of free parking

2 860+
healthcare workers benefited

A SOLIDARITY FUND FOR EMPLOYEES



At the initiative of the Group's senior executives and as early as April 2020, INDIGO set up a solidarity fund to help employees affected by the health crisis. With voluntary, anonymous donations from almost 200 managers, and a contribution from the group, the fund collected a total of €840,000. It was able to help employees hard hit by the pandemic – for example those who lost a loved one to Covid-19, or whose partners experienced job or income loss, etc.

€840 000
collected

200
managers supported the fund

SUPPORTING HOSPITALS AND CONTAINING THE VIRUS



Currently
15
drive-through centres set up
in the United States
300
LAZ Parking ambassadors
trained to manage
these services

Drive-through testing and vaccination centres in North America

LAZ Parking supported hospitals and medical centres coping with high demand for testing and vaccination. It designed and rolled out drive-through centres and a range of patient management services. For example, LAZ Parking can rapidly set up testing or vaccination facilities, handle logistics, traffic control, patient welcome, pre-screening and temperature checks. It has rolled out this type of service at the Sainte Justine University Hospital Center in Montreal, where patients can be tested in their cars. These drive-through testing centres reduce the risk of contagion.



HELPING CLIENTS THROUGH THE CRISIS

Supporting restaurants in Bogotá (Colombia)

City Parking helped with the plan to reopen restaurants in Bogotá. It forged partnerships with monthly bicycle and motorbike subscriptions for restaurant employees, as part of the city's drive to get the restaurant sector up and running again by taking cars off the streets so restaurants could serve outdoors.



More flexible services for our car park clients

In Canada and Europe, we were able to offer our clients specific offers tailored to the Covid-19 context.

Infographic

INDIGO GROUP

INDIGO Group's CSR at a glance

2020 Numbers

OUR GROUP



Our group is operating in **11 countries** and employs **14,500 people**.



OUR PURPOSE
"Opening space for peaceful city motion"

OUR VALUES
Respect, responsibility, solidarity

73%

of nearly 1,300 respondents believe that sustainable development is a very important issue for the INDIGO Group to take into account in the evolution of its strategy and services*

OUR ACTIONS

For society REVITALISING TERRITORIES

Developing last mile services and logistics



For society and the environment DEVELOPING SOFT MOBILITY



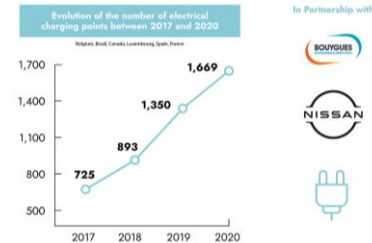
Bicycle fleets for companies and university campus



Secure bike parking



Increasing the installation of electric charging points



For Society and the environment ORGANISING AND FREEING ON-STREET PARKING

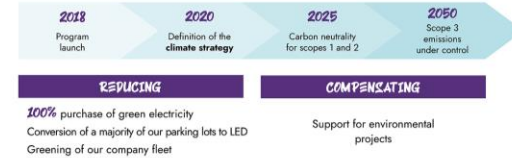


DEMANDING EXCELLENCE IN CUSTOMER EXPERIENCE THROUGH DIGITAL SERVICES

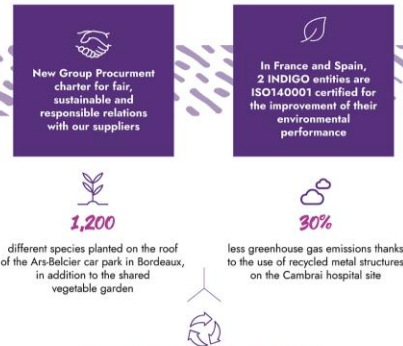


For the environment REACHING CARBON NEUTRALITY

GO FOR CLIMATE



Designing, building and operating sustainable car parks



For our employees FOCUSING ON THE COLLECTIVE



Promoting well-being at work

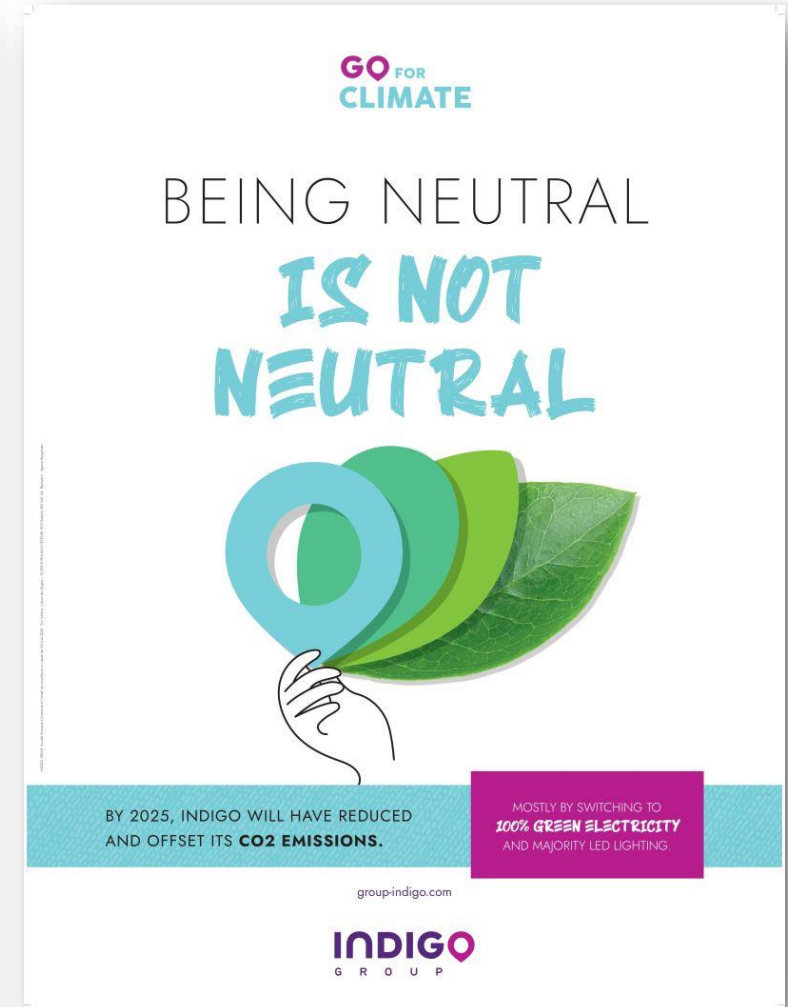


INDIGO GROUP

Solidarity: a strong value of INDIGO Group



Social media publications and car parks campaign



Production timeline

Definition of the
graphical chart

Gathering all contents

Production, writing and
design

Publications

Dec 2020

Dec 2020 –
Feb 2021

February-
March 2021

March –
May 2021

Communication impacts

- A brochure edited in French, English and Spanish used all across the globe by our commercial teams, printed in 500 copies
- + 1 000 visits on the flipbook and csr section for launch
- + 30 800 impressions on Linked in

