
CONTENTS

PREFACE	4
ABOUT Q-PARK	6
Profile	6
Quality in parking	7
Review of business	8
Review of sustainability	12
Review of activities	14
Future outlook	21
STRATEGY	23
How we create value	23
Materiality analysis	26
Targets	27
Sustainable development goals	28
RESULTS	30
Performance highlights	30
Our financial performance	32
Our products and services	34
Our innovations	42
Our employees	50
Our social engagement	52
Our environmental impact	57
OTHER INFORMATION	61
Risk management	62
What we can do better	70
OVERVIEWS	71
GRI Content Index	71
Stakeholders	77
GLOSSARY	80

Accessibility

Parking in urban areas

Off-street parking facilities have a positive impact on the quality of life in urban areas and in large cities in particular. After all, a city is more attractive if it is easily accessible while having fewer cars parked on streets and in town squares. With our parking facilities and services, we contribute to the accessibility of vital functions.

We work together with municipalities to tune fair parking tariffs for different facilities and distances, such as parking on-street or in parking facilities, and in the city centre or at the outskirts.

By engaging municipalities in dialogue on these matters, we want to share our expertise and make a contribution to the accessibility and sustainability of cities. We actively seek collaboration with local governments so that regulated and paid parking become an integral part of urban mobility.

Inner-ring purpose-built parking facilities particularly enhance accessibility while maintaining mobility and access for all. They reduce inner-city search traffic and on-street parking which, in turn, improves the liveability for residents and visitors alike.

With purpose-built parking facilities at varying distances from the city centre and with varying parking tariff schemes, Q-Park contributes to:

- | accessibility to amenities such as public transport, hospitals, shops and events;
- | decreasing traffic searching for a place to park;
- | freeing up public space for urban parks and town squares;
- | creating opportunities to reduce on-street parking;
- | nudging motorists to make informed choices;
- | creating sustainable parking solutions;
- | decreasing subsidised parking, by pursuing the 'user pays' principle.

Figure 16: Access with P+R and P+W solutions



Even though municipalities throughout Europe are increasingly imposing restrictions on city centre access by cars, some access is required to be inclusive to all sections of society.

Some visitors prefer to travel as close as possible to their final destination by car and are willing to pay for that service, others opt for a journey including Park+Ride or Park+Walk.

Figure 17: Q-Park market position in Western Europe



Results

- | We operate in seven Western European countries: Netherlands, Germany, France, Belgium, UK, Ireland and Denmark.
- | We have a top three market leader position in six of these countries: Netherlands, Germany, Belgium, France, Ireland and Denmark.
- | We are present in more than 400 cities.
- | We manage a total of:
 - | 3,308 parking facilities;
 - | 649,189 parking spaces.
- | Our off-street portfolio consists of:
 - | 761 parking facilities;
 - | 288,820 parking spaces.

Parking near hospitals

At Q-Park, we partner with hospitals and healthcare facilities whenever we can. This allows the hospital to focus on its core business of healthcare while we focus on the parking.

When we partner with a hospital, we first diagnose parking needs. We help the hospital gain insight into the types of treatments they provide, the preferred means of transport and parking movements per target group (staff, patients and visitors) to determine:

- | the parking capacity required;
- | a bespoke tariff structure;
- | specific parking products;
- | a nudging mobility menu per target group.

Figure 18: Parking in urban areas

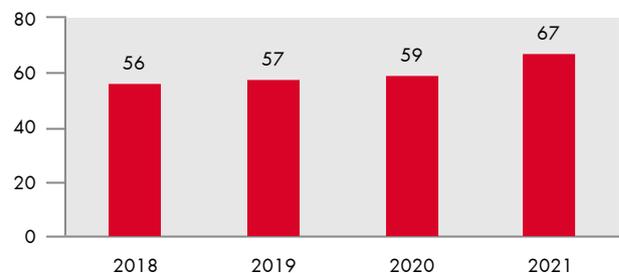


This helps a hospital understand the needs of their parking customers. When Q-Park operates a hospital car park, we will ensure our signature features are present. For hospitals these include:

- | extra spaces for blue badge holders;
- | wide parking bays, preferably angled for easy access;
- | specially trained Parking Hosts, committed to providing friendly and respectful service in line with that of the hospital’s own policy and procedures;
- | separate parking areas for staff and visitors.

Results

Chart 13: PFs within 300 metres of a hospital





Parking products

Short-term parking

We serve thousands of customers every day and most of them just take a parking ticket or use their bank card to access and exit our parking facilities. They visit us irregularly which makes it very convenient to use our services without having to register or log in.

As part of our efforts to create a better customer experience, increase parking convenience and enable customer interaction:

- | our partners provide access to our car parks by means of their apps;
- | our Q-Park Mobile App provides customer access based on ANPR.

For short-term parking customers to use these apps, they need to provide contact information and a payment option when they register.

Results

The net revenue from our short-term parking services is EUR 319.7 million (2020: EUR 282.0 million). This represents 71% of our net revenue from parking activities (EUR 450.1).

Pre-booking

Pre-booking services are a smart and responsible choice as they convert search traffic into destination traffic, allow for economic parking tariffs, and encourage parking at ring-roads which decreases traffic in inner-cities.

We offer a variety of pre-booking propositions to customers via our websites and we offer pre-booking solutions to commercial partners so they can serve their customers via their sites or apps.

With pre-booking options for events, it is easier to manage peak traffic flows while allowing audiences to enjoy a variety of events in urban areas.

Results

In 2021, we now have 385 (2020: 290) parking facilities offering pre-booking services online, an increase of more than 30%.

Revenue from pre-booking is included in our short-term parking revenue.

Long-term parking

We offer a wide variety of season tickets for our customers who park with us frequently and who are looking for a more economic solution.

- | Nights + Weekend products for residents.
- | Flexible office solutions for employees.
- | Retailers may want a 6x24 hours solution.

As well as the traditional annual season ticket, we also offer season tickets for one month or quarter for customers wanting greater flexibility.

Results

The net revenue from our long-term parking services is EUR 130.4 million (2020: EUR 138.3 million). This represents 29% of our total revenue from parking activities (EUR 450.1).

Figure 19: Pre-booking & Season ticket offers available

