

---

# CONTENTS

<b>PREFACE</b>	4
<b>ABOUT Q-PARK</b>	6
Profile	6
Quality in parking	7
Review of business	8
Review of sustainability	12
Review of activities	14
Future outlook	21
<b>STRATEGY</b>	23
How we create value	23
Materiality analysis	26
Targets	27
Sustainable development goals	28
<b>RESULTS</b>	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
<b>OTHER INFORMATION</b>	61
Risk management	62
What we can do better	70
<b>OVERVIEWS</b>	71
GRI Content Index	71
Stakeholders	77
<b>GLOSSARY</b>	80

## REVIEW OF ACTIVITIES

### Central location in The Hague

The Malieveld in The Hague is a large park located at just a few minutes walk from the Central Station. The park is widely known in the Netherlands as the location of many large-scale demonstrations as it is also near the Dutch parliament. Malieveld is also used for festivals, funfairs, concerts and other big events.

Figure 5: Malieveld



Although this underground car park is in the city centre, it is easy to reach from the motorway. The car park offers 600 parking spaces as well as bicycle parking. Like many other of Q-Park's city centre car parks, this is an ideal location to park and switch transport mode to reach a destination in The Hague.

Q-Park Malieveld is at a tram stop and close to the train station where bicycle sharing schemes are available. Special offers make pre-booked parking for an evening out or weekend in the city attractive.

It also serves as a mobility hub for Scheveningen beach as the nearest tram stop is only a one-minute walk. Decreasing traffic to the sea and increasing liveability and leisure opportunities for residents and visitors alike.

Figure 6: Park + Beach



### Green Valley in Amsterdam

With 375 parking spaces divided over three underground parking levels, Q-Park Valley considerably expands our parking offering in Amsterdam. More importantly, this car park is part of the iconic Valley residential building in Amsterdam's rapidly expanding business district, the Zuidas.

Valley is an eye-catching mixed-use structure. It is designed to provide an attractive green building where people can live, work and visit. The first seven floors accommodate offices, cultural facilities, retail and restaurants, and give access to the residential towers. The residential area starts at the eighth floor.

Q-Park Valley offers some 400 parking spaces, 56 of which are reserved for residents. In addition, there are nine spaces for people with reduced mobility (PRMs). There are plenty of EV charging points, with 14 available to the general public and 4 extra for residents.

Figure 7: Iconic Valley at Zuidas, Amsterdam



The main feature of the design is the overwhelming abundance of greenery which, combined with the publicly accessible courtyard garden, amplifies this effect.

## Recyclable temporary car park

Venlo is home to Q-Park's first temporary parking facility. The municipality of Venlo wanted an interim parking solution while plans are approved and implemented for the redevelopment of the Arsenaal inner-city area.

This car park provides an extra 260 spaces on four levels. There are 4 EV charging points and 3 parking spaces for people with reduced mobility (PRMs) near the pedestrian entrances. The location is convenient for Venlo's residents wanting to visit local shops and it also serves as an 'overflow' car park on days when German tourists come to visit.

Figure 8: Q-Park Arsenaal, a temporary car park



Despite the temporary nature of the parking facility, it is a high-quality car park which fits perfectly into the streetscape. The car park is also built to be recyclable. This means that when it's no longer needed in Venlo, after an expected eight years, it can be fully dismantled and used elsewhere.

## Modernising parking at La Défense

Q-Park France acquired the concession for a large suite of car parks. The La Défense business district in Paris boasts 14 car parks with 21,500 parking spaces. Q-Park France won the eight-year contract with the commitment to modernise the parking facilities and upgrade the services. All this will contribute to transforming Paris La Défense into a post-carbon business district.

Q-Park's modernisation programme will involve an investment of EUR 37 million. The focus will be on providing mobility hub services and encouraging emission-free and active transport.

Besides refurbishing the car parks, bringing them up to the Q-Park customer-friendly and energy-saving standard, the new and upgraded services will include:

- | secure bicycle parking, at least 800 spaces compared to 500 today;
- | charging stations for electric bicycles;
- | additional EV charging points creating at least 500 compared to 200 today;
- | adding last mile logistics solutions such as:
  - | car sharing options;
  - | Véligo – a secure shelter for bicycles.

Benefits for customers will include:

- | **A smoother customer journey** by implementing hand-free access using ANPR, new barrier equipment and improved services for season ticket holders and on-the-go customers.
- | **A new interior and exterior design** will improve visibility inside the car park which will benefit overall comfort and safety.
- | **New signage** to help visitors find their way, numbered parking spaces and QR codes to help motorists find their car again.
- | **Measures to improve safety and security** including CCTV, speed gates and secure pedestrian doors.