CONTENTS

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