
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

STRATEGY

HOW WE CREATE VALUE

Creating value

The value we create for our stakeholders can be directly traced back to our business model. Our financial results ensure we can continue to create value for society in the long term by improving the accessibility and quality of life in urban areas.

We create value for shareholders, investors, landlords, municipalities, mobility and commercial partners, customers and communities, as well as for our employees. Ongoing dialogue with our stakeholders is vital to ensure that their interests and needs are represented in the choices we make.

If you want to know more, please visit the Profile chapter.

Strengthen our position

We maintain and strengthen our position by remaining alert to new developments and responding with forward-looking strategies:

- I We aim to gain substantial benefit by utilising our scale of operations and market position.
- I We want to increase the margins on our operating activities by focusing on efficiency.
- I We seek to support cities in achieving their sustainable urban mobility plans (SUMP) by positioning ourselves as their Sustainable Mobility Partner.
- I We focus on increasing our market share through acquisitions and different types of lease and management contracts.

Impact on society

Our aim in society is to be an integral part of SUMP and to work towards **sustainable freedom of mobility** and **increased liveability in urban areas**. We achieve this through adopting a fair pricing policy, facilitating actual and relevant information provision, partnering with sustainable mobility providers and integrating our parking facilities with alternative modes of transport.

- I We create sustainable value for society with our parking products: they help improve urban

liveability and reduce air pollution generated by traffic cruising for a place to park.

- I We add value by providing functional services and digital solutions.

Value creation model

Our value creation model is a visualisation of our reinforcing loop and of how we grow as a company by creating value for society and the environment – from which we derive our license to operate.

The core of our value creation model is formed by our vision, mission, strategies, activities and the customer groups we serve.

The value creation process consists of three elements:

- I determining what value we can provide to our customers (the 'value customer receives');
- I determining what value we receive from our customers (the 'value organisation receives');
- I successfully managing this value exchange.

With our value creation model, we aim to provide insight into our efforts, from capital input to long-term impact, serving our stakeholders and society at large. It shows the values we can provide and the impact we have on sustainable development goals (SDGs).

Reporting processes and data quality

We continually endeavour to simplify the reporting process and make this more efficient. Our KPIs are well-defined and our back-office systems allow us to extract more and more relevant information. This increases the data quality and reduces the effort required from our country organisations to complete our CSR reporting.

In the following sections we report on our results over 2021 and where we have the data available, we show comparable results from previous years.

Figure 13: Value creation model



long-term value

Our customer groups

Motorists

Short Term Parkers

- | Access via parking ticket, payment card or number plate

Pre-bookers

- | Meeting & Leisure
- | Event Venues & Organisers

Long Term Parkers

- | Season ticket holders
- | Key accounts with ≥ 5 contracts
- | Fleet owners

Sales Channels

- | Purpose Partners (URL)
- | Mobility Partners (API)

Asset Owners & Infra Influencers

- | Public & Private Landlords
- | National & Local Authorities
- | Project Developers

The results of our efforts



Financial performance

(x EUR million)

Underlying revenue EUR 520.0 ▲

Underlying result EUR 81.6 ▲



Products & Services

Parking facilities (PFs) 3,308 ▲

Parking spaces (PSs) 649,189 ▲

EV charging points 2,114 ▲



Innovations

EV Charging Programme signed off ✓

PFs with ANPR 204 ▲

Q-Park QCR 24/7 ✓



Employees

Average training hours 16.5 ▲

Work related incidents 58 x

Employees 1,857 ▲



Social engagement

PFs with public transport 209 ▲

PFs with bicycle parking 119 ▲

Google review 3.7 ▲



Environmental impact

GWh consumed 71.1 ✓

kWh consumed per PS 244 ✓

CO₂ per PS 93 ✓

The impact on SDGs



7

Affordable & Clean energy

- | Renewable energy
- | Solar & Wind



9

Innovation & Infrastructure

- | Accessible amenities
- | LED lighting
- | EV charging points
- | Mobility hubs
- | Bicycle parking
- | Circular constructions



11

Cities & Communities

- | Mobility solutions
- | Digital solutions
- | Reduce search traffic
- | Walking & Cycling
- | Spaces and lifts for PRMs