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

STRATEGY

MATERIALITY ANALYSIS

Every three years we conduct a materiality analysis, identifying the topics that are most relevant to our stakeholders. We performed a materiality analysis in 2016 and updated this with international desk research in 2018.

In 2020 we conducted a new analysis, determining the material topics which reflect Q-Park's economic, environmental and social impacts as well as those that influence decisions taken by our stakeholders. For details regarding the 2020 analysis, see our CSR 2020 report.

Results

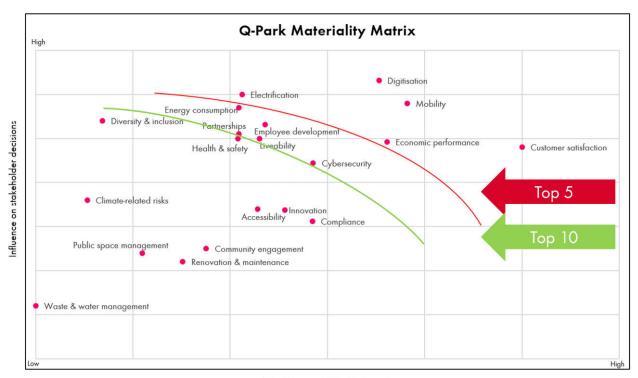
The five most important topics are at the top of the Q-Park Materiality Matrix, above the red line. Customer Satisfaction / Sustainable Mobility / Digitisation / Economic Performance / Electrification (EV charging points and PHEVs + EVs in our fleet) respectively.

The top ten material topics are above the green line, adding cybersecurity, employee development, energy consumption, urban liveability and strategic partnerships to our overarching material themes.

Result highlights

By placing an emphasis on materiality, we provide disclosures and indicators which reflect our economic, environmental and social impacts, based on this materiality analysis.

Figure 14: Q-Park Materiality Matrix



Significance of Q-Park's impact