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

PREFACE

Sustainable car park for Chambèry

Q-Park Cassine Gare, at Chambéry station in Savoie, is a EUR 10 million smart and sustainable structure with 479 parking spaces on four levels. It is integrated in the public bus station and directly connected to the train station.

The car park is an exemplary building, it is sustainable, social and aesthetically pleasing. A footbridge from the rooftop walkway links several of Chambéry's districts.

Wind turbines and natural ventilation

The eight silent wind turbines on the roof are a first in France. The slender shape turbines with vertical propellers were designed by the French company Eoli, and resemble banners. The power they generate is fed directly into the grid.

Lamp posts with LED lighting make the walkway safe after dark and there's a rainwater recovery system for watering the planters, which resemble giant window boxes. The unique design also provides natural ventilation for the parking decks, minimising energy consumption as no mechanical ventilation devices are required.

💭 Click here for our Cassine Gare showcase.

Figure 9: Cassine Gare, sustainable mobility hub



Offset CO₂ for new season tickets

Q-Park is always looking for ways to support a sustainable future for our city centres. In the period prior to COP26, the United Nations Climate Change Conference in Glasgow, Q-Park UK agreed to offset miles driven by all new season ticket holders with a contract start date between 1 September and 31 October 2021.

In recognition of the climate emergency, Q-Park UK is taking an additional step and has partnered with Clear, the Carbon Offset Company, to offset all the greenhouse gas emissions caused by our



season ticket holder's commute into work by car.



Clear invests in quality carbon reduction projects all over the world and is the only company to have achieved QAS Certification for all its offsets.

The QAS is the highest

standard available for carbon offsetting and ensures that every tonne of carbon offset is verified and accounted for.

Based on a UK government survey, Clear has calculated the average pre-pandemic commute of Q-Park UK's season ticket customers to be some 2,055 km per annum, driven in vehicles with an average fuel consumption of about 18 km per litre. Clear then uses this data to calculate what is needed to offset the CO_2 emissions of this mileage.

With this initiative, Q-Park UK is setting the trend and hopes other businesses will follow suit.

PREFACE

ABOUT Q-PARK

STRATEGY

RESULTS

Bicycle parking partnership in Dublin



Q-Park Ireland has teamed up with Dublin City Council to provide free bicycle parking at Q-Park The Spire. A section of the car park has been transformed into a secure area where some 100 bicycles can be safely stored.

The area is monitored by CCTV security cameras. Cyclists wishing to make use of the facility can request a QR code from the Q-Park Ireland website. The QR code is then used to open the cyclist and pedestrian doors to the parking facility.

This free bicycle parking in Ireland is part of our new strategy to transform selected parking facilities at key locations across Europe into sustainable mobility hubs. Furthermore, secure bicycle parking encourages commuters and residents to consider cycling as a serious alternative mode of transport.

Supporting healthcare

To support government efforts to vaccinate the population against Covid-19, Q-Park Ireland offered discounted parking to patients attending their vaccine appointments in Cork City Centre.

Patients getting their vaccine could get their car park ticket validated at the vaccination centre reception desk.

Throughout the pandemic, Q-Park has been determined to be part of the solution and this partnership is a great example. Q-Park's other contributions included more flexible parking products for healthcare workers and opening up our assets to a variety of healthcare needs.

Figure 10: Vaccine appointment? Discounted parking!



17