
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

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.

Sustainable car park for Chambéry

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.

[!\[\]\(0d5ec72f61334709c3fc9450209b754f_img.jpg\) 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 CO₂ emissions of this mileage.

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