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## Services

### 24/7 service



Most parking facilities are open 24/7 for motorists to park and retrieve their car.

That's why we offer an international help desk, the Q-Park Control Room (QCR), to motorists which is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts. They provide help and support with queries relating to the payment system, wayfinding or to accessing or exiting the parking facility.



The QCR is in contact with Parking Hosts and Mobile Teams in the vicinity of the parking facility. If a customer needs assistance that cannot be given remotely, the QCR will dispatch a Parking Host to assist at the location itself.

For mechanical problems, the service department and service technicians can be called in to help.

### Support services

Our aim is to foster mobility and enable access to essential urban functions in conjunction with sustainability concerns.



Our AEDs are located at a logical, secure yet accessible place so they can be used by trained volunteers or medical personnel when needed.



Toilet services are either present in the car park or there is clear signage directing people to the nearest toilets, for example in shopping centres.



Parking Hosts and Mobile Teams have access to jump leads, to help customers who find themselves with a flat battery.

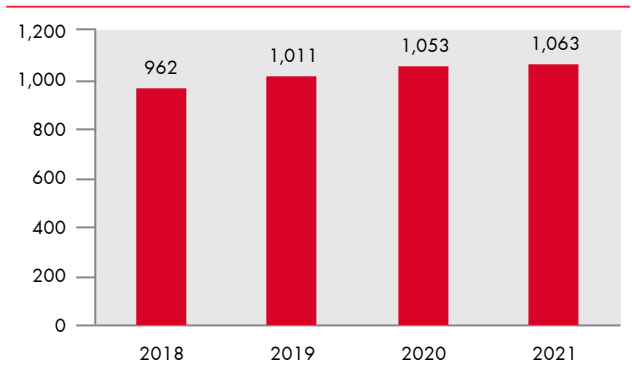


We use closed-circuit television (CCTV) for security purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

 [More about our CCTV code.](#)

## Results

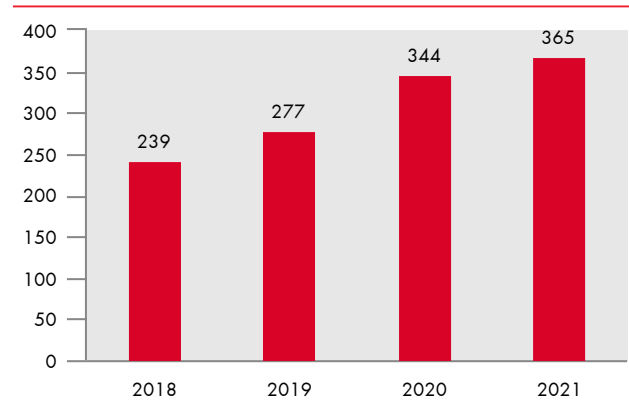
Chart 7: Parking facilities offering 24/7 service



## Results

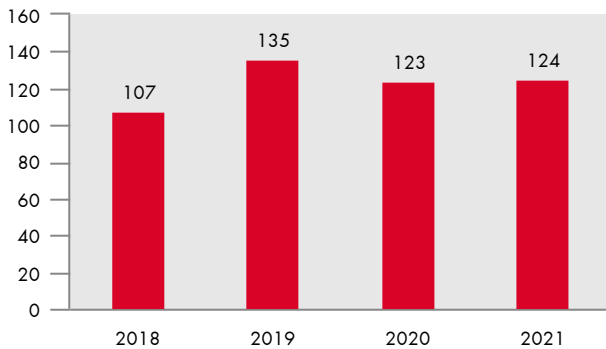
The number of parking facilities with an AED available continues to increase.

Chart 8: PFs with AED available



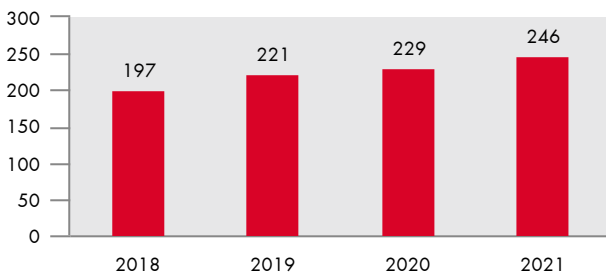
We provide toilets ourselves or have clear signage directing people to the nearest toilets.

Chart 9: PFs with toilets or directions to toilets nearby



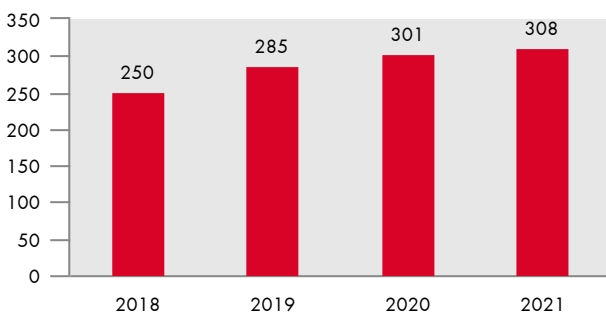
The number of parking facilities with jump leads available, via the Parking Host, continues to increase.

Chart 10: PFs where jump leads are available



The number of parking facilities with CCTV monitoring continues to increase.

Chart 11: PFs with CCTV monitoring



### EV charging points

Electric vehicles (EVs) need to park just as petrol and diesel fuelled cars do. The difference is that some motorists want to recharge their car's batteries while parking.

The EV not only occupies a parking space, but it may also occupy an EV charging point even when it is fully charged. An additional dilemma we face is that of the carbon footprint of our EV charging. We are taking measures to decrease our operational carbon footprint and GHG emissions, yet EV charging adds to these totals again.

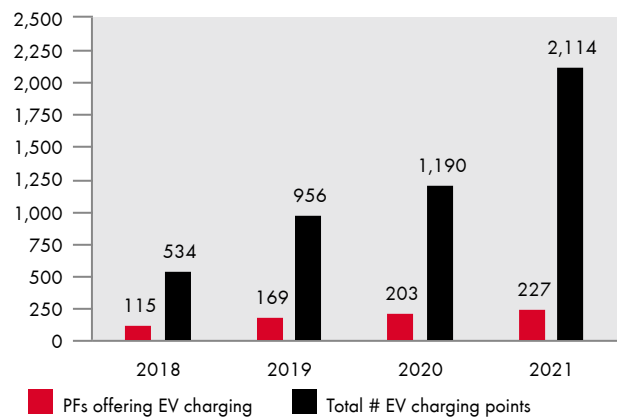
 [More about EV charging.](#)

### Results

In 2021, our EV charging programme was signed-off, enabling us to efficiently and effectively increase the number of publicly accessible EV charging points. For more information, check Our Innovations section.

We continued to expand the number of car parks where we have EV charging facilities available. We now have 227 parking facilities offering EV charging (2020: 203) an increase of 11.8%. The total number of EV charging points available is now 2,114 (2020: 1,190), an increase of 77.6%.

Chart 12: EV charging points



## Accessibility

### Parking in urban areas

Off-street parking facilities have a positive impact on the quality of life in urban areas and in large cities in particular. After all, a city is more attractive if it is easily accessible while having fewer cars parked on streets and in town squares. With our parking facilities and services, we contribute to the accessibility of vital functions.

We work together with municipalities to tune fair parking tariffs for different facilities and distances, such as parking on-street or in parking facilities, and in the city centre or at the outskirts.

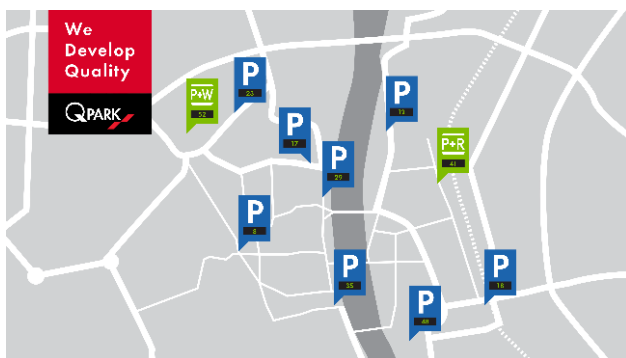
By engaging municipalities in dialogue on these matters, we want to share our expertise and make a contribution to the accessibility and sustainability of cities. We actively seek collaboration with local governments so that regulated and paid parking become an integral part of urban mobility.

Inner-ring purpose-built parking facilities particularly enhance accessibility while maintaining mobility and access for all. They reduce inner-city search traffic and on-street parking which, in turn, improves the liveability for residents and visitors alike.

With purpose-built parking facilities at varying distances from the city centre and with varying parking tariff schemes, Q-Park contributes to:

- | accessibility to amenities such as public transport, hospitals, shops and events;
- | decreasing traffic searching for a place to park;
- | freeing up public space for urban parks and town squares;
- | creating opportunities to reduce on-street parking;
- | nudging motorists to make informed choices;
- | creating sustainable parking solutions;
- | decreasing subsidised parking, by pursuing the 'user pays' principle.

Figure 16: Access with P+R and P+W solutions



Even though municipalities throughout Europe are increasingly imposing restrictions on city centre access by cars, some access is required to be inclusive to all sections of society.

Some visitors prefer to travel as close as possible to their final destination by car and are willing to pay for that service, others opt for a journey including Park+Ride or Park+Walk.

Figure 17: Q-Park market position in Western Europe

