
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

OUR PRODUCTS AND SERVICES

Contract types

We deploy a variety of contract types to capture value for our stakeholders.

- | We capture value for public and private landlords by offering a range of contract types and value propositions.
- | We operate parking facilities that we own, have in concession, lease, or have under a management contract.
- | We also have control fee contracts in our portfolio, ensuring that parking capacity is used according to set rules and regulations.

We have over 2,000 control fee contracts in Denmark, serving more than 100,000 parking spaces which are regulated under private property rights and controlled by our parking attendants.

Results

The following table show the numbers of parking facilities (PFs) and parking spaces (PSs) in the most important contract forms.

Strategic locations

We capture value through our portfolio of purpose-built and off-street parking facilities at strategic locations: in or near multifunctional inner-city areas, at public transport interchanges, and at hospitals.

In cities where we operate five or more car parks, we become a highly efficient parking operator and profound mobility partner. We can then engage in meaningful dialogue with other parking and mobility partners, including:

- | providers of parking route information systems;
- | urban planners on capacity and routing traffic;
- | landlords to efficiently operate their car parks;
- | shared mobility and public transport providers;
- | parking tariff policy makers.

With our integrated and connected expertise, municipalities can take multiple measures to:

- | reduce traffic searching for a place to park;
- | improve air quality and reduce emissions;
- | provide for sufficient parking capacity and proper usage, both on and off-street;
- | create a more liveable urban environment.

Results

We now have 56 (2020: 53) cities with five or more parking facilities.

Table 2: Q-Park portfolio in contract types

	2018	2019	2020	2021
Total Parking Facilities (PFs)	≈ 2,500	2,556	3,076	3,308
Owned, Concession + Long-Leased (O+LL) PFs	635	688	689	710
Short-Leased PFs	180	172	107	90
Managed PFs	138	151	209	283
	2018	2019	2020	2021
Total Parking Spaces (PSs)	≈ 454,000	547,481	571,166	649,189
O+LL PSs	281,801	282,008	286,870	291,920
Short-leased PSs	44,297	36,161	36,873	33,974
Managed PSs	71,216	150,668	148,315	217,797

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.

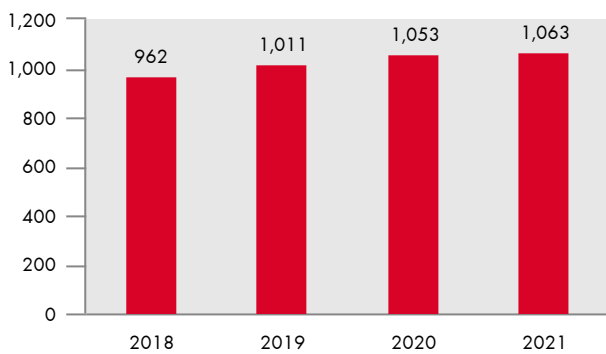


We use closed-circuit television (CCTV) for security purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

 [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

