
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

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!



Major incident planning and flood risk

Of course, we do not wish for flooded car parks, but if flooding does occur, we have plans in place to cope. Monitoring and early warning systems alert our Q-Park Control Room (QCR) and Q-Park Operations to take appropriate action. Furthermore, some parking facilities are in areas which are prone to flooding: we categorise these as a planned risk.

Due diligence and planned risks

It's important to know the risks to which we are exposed. Some locations, such as Q-Park Shambles, in York (United Kingdom) and three car parks in Maastricht (Netherlands) are in areas known to flood on occasion.

Natural disasters occur, so it is good business practice to be prepared.

Incident planning

Each Q-Park country assesses the risk of major incidents, including flooding, for each of the objects managed. They draw up monitoring and contingency plans, have an incident management organisation as well as recovery plans in place, so even when faced with difficulties we can deliver our quality in parking promise.

If an incident occurs, Q-Park Operations and the QCR are alerted and procedures to warn customers, season ticket holders and other stakeholders are set in motion. Affected car parks are inspected and closed for incoming vehicles if needed. In case of a flood warning, vehicles will be removed and Technical Support will remove the PMS and other equipment including cleaning machinery and company cars. The last step is to switch off the electricity.

Some locations have a moveable flood barrier at the entrances and exits and around pedestrian areas. If the flood alarm is triggered, the barrier can be raised to prevent water entering the facility and other precautions can be taken.

Multistorey car parks may also be affected, not due to flooding the parking decks, but because floodwater may mean the car park cannot be reached on foot or by car.

2021 floods tested our procedures

In recent years, Europe has had to deal with increasingly severe weather conditions and 2021 was no exception. In July 2021, when heavy rainfall caused disastrous flooding, our plans and procedures were put to the test.

As the waters in the Rhine and Meuse and their tributaries rose, people were evacuated from the affected areas. Besides power failures, there was considerable damage to homes, public property and infrastructure. Some Q-Park parking facilities were also among the objects damaged by floodwater. Three car parks in Germany (Hagen) and one in the Netherlands (Maastricht).

Recovery playbook

Repairing flood damage takes time. Returning to the situation before the floods will take six to nine months. And naturally, recovery is heavily dependent on the speed at which the region recovers too. Our playbook indicates that after flooding:

- I car parks can be opened to the public again within two weeks;
- I thorough cleaning takes four to six months;

Figure 11: Flooded car park in Hagen, Germany

