

# ANNUAL CSR REPORT 2021

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We  
Develop  
Quality

Urban liveability





# PREFACE

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## Q-Park Corporate Sustainability Report (CSR)

Q-Park has been creating annual sustainability reports, based on the GRI Standards, for more than a decade. The first ten years was about raising awareness and integrating sustainability in our day-to-day business. We benchmarked ourselves and ensured we were doing the right things right. We engaged with stakeholders and enhanced the transparency of our governance and of our impact on environmental and social issues.

The next decade will be about developing and implementing shared solutions to work towards achieving the UN Sustainable Development Goals (SDGs) together, and about progressing towards Europe's aim to be climate neutral by 2050.

Besides playing our part in the energy transition, we know we have a role to play in the mobility transition – moving towards zero-emission mobility. Keeping cities accessible and liveable with both individual and collective modes of sustainable transport, means a variety of public and private organisations must work together to integrate complex systems.

With our parking facilities, we contribute to the mobility transition as they are an essential part of the urban mobility infrastructure.

- | We collaborate with international and national business partners, with local authorities, our customers and employees to create a more sustainable, diverse and inclusive future.
- | We endeavour to use recyclable materials and to repurpose existing parking capacity.
- | We invest with a long-term perspective, increase the number of EV charging points and introduce digital solutions wherever possible.
- | We have been playing our part and contributing to sustainable mobility for more than a decade, and we will continue to seek innovative ways to help reach the common goal.

Figure 1: Concession for a large suite of parking facilities – La Défense, Paris France



Figure 2: CSR progress since 2007



**2007**

## Quintessence

### Showcase

The logic of paid parking  
Five urban challenges



**2008 - 2010**

## Annual reports

### Start-up phase

Serving tenders  
Fill-out benchmarks  
Kick-off GRI



**2011 - 2012**

## CSR reports

### GRI phase

GRI disclosures  
Goals, CSFs & KPIs

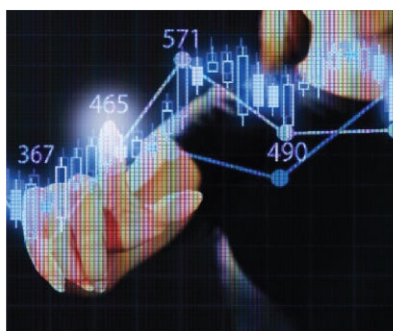


**2013 - 2016**

## CSR reports

### Online & Control

Online publication  
Five year targets  
Data control



**2017 - 2020**

## CSR reports

### Models & Systems

SDGs 7, 9 & 11  
Back-office data  
Materiality matrix



**2021 - 2030**

## CSR & AR

### Plan & Progress

Targets 2025 - 2030  
ESG / CSRD / TCFD  
Double materiality

# ABOUT Q-PARK

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## PROFILE

Q-Park is a leading off-street parking infrastructure owner and operator with well-managed commercial parking facilities across seven Western European countries.

We mainly operate off-street parking spaces owned by us as well as parking spaces under concessions and long-term leases from public and private landlords.

We demonstrate that effective regulated and paid parking make an economic and sustainable contribution to cities and society, and that a positive parking experience impacts how people enjoy their visit, journey, shopping, commute or residence.

### **Our vision**

We aim to be the preferred and most recommended parking partner at strategic locations in Western Europe, based on functional quality, operational excellence, customer satisfaction, and sustainable financial performance.

### **Our mission**

We enhance urban liveability by providing clean and safe parking facilities, based on convenience, reliability and hospitality.

### **Our strategy**

To provide a response to external events and market trends our plans are built on five strategic areas:

- I portfolio of strong locations;
- I differentiated contract types and propositions;
- I digital, commercial and pricing capabilities;
- I operational excellence, and
- I sustainable mobility partnerships.

By applying innovative technology and by working together with strategic partners, we offer profitable and sustainable parking solutions.

### **Our value**

By offering a substantial portfolio of parking facilities in urban areas throughout Western Europe, we contribute to fulfilling sustainable mobility needs.

On the one hand, there is an individual need to go to places for educational, economic, social, living and leisure purposes – whenever possible and without any hassle. On the other, there is a societal need to improve the liveability of cities, increase safety for pedestrians and cyclists, provide access to green and public spaces, support economic development, and offer affordable and equitable access for all.

### **Value for customers**

We create value through our portfolio of parking facilities at strategic locations: in or near multifunctional inner-city areas, at public transport interchanges, and at hospitals. And through an increasing number of electric vehicle charging points.

### **Value for partners**

We seek partnerships with other sustainable mobility providers to collectively offer flexible solutions for residents, commuters and visitors of urban areas, encouraging active travel and the use of public transport.

### **Value for landlords**

We offer public and private landlords a range of contract types and value propositions, which are supported by our business intelligence, unique digital solutions and pricing optimisation capabilities.

### **Value for society**

We operate with a long-term perspective and from a solid financial basis. Our Corporate Sustainability Report (CSR) provides insight into how we serve society and improve liveability for years to come.

If you want to know more about who we are, please visit our website [www.q-park.com](http://www.q-park.com).