

ANNUAL CSR REPORT 2021

We
Develop
Quality

Urban liveability



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.