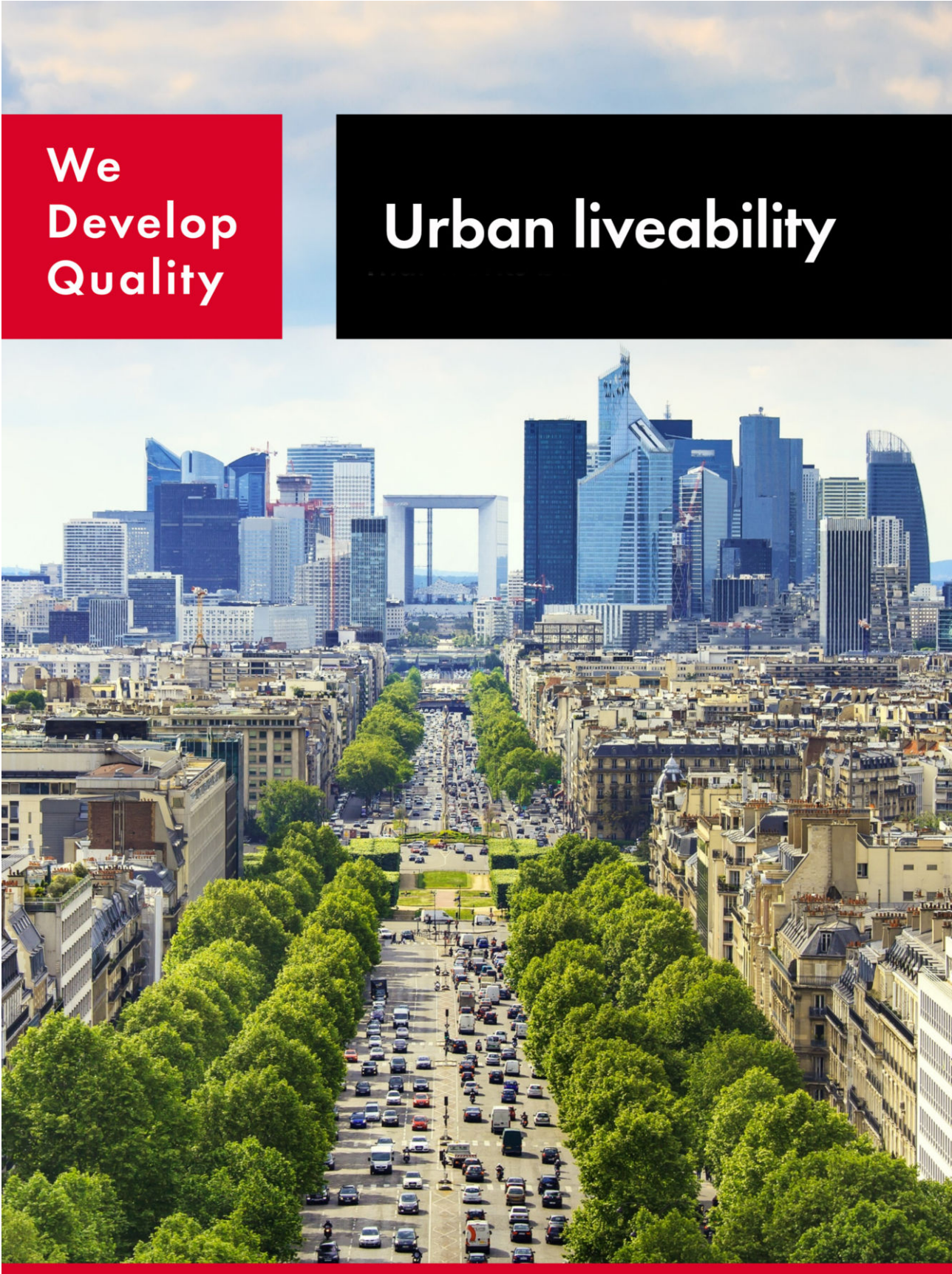


ANNUAL CSR REPORT 2021



We
Develop
Quality

Urban liveability

Hospital parking

The car park is often the first impression a visitor or patient has of a hospital. We believe it should offer a peaceful, easy to navigate experience for patients and their visitors. Good hospital parking facilities also help a hospital to run smoothly. Patients arrive on time and are less stressed for their appointments. For staff, ending their journey conveniently in a comfortable and well-lit car park, enables them to start their shift in a positive frame of mind.

Why hospitals partner with Q-Park

When Q-Park plans parking for hospitals, we consider the different groups of users and their parking requirements. For example, we locate car parks for out-patients and visitors close to the hospital entrance and we create more wider spaces for PRMs than we would for an average city car park.

We also plan dedicated car parks for medical and support staff. We create space for emergency services to manoeuvre quickly. Furthermore we can ensure that suppliers and service providers can access their dedicated entrances without blocking access for others.

Q-Park as specialist in hospital car parking

In 2021, we entered into a seven-year hospital parking partnership with the Courlancy-santé Group in the Reims area in France. We manage more than 1,000 parking spaces at four car parks, supporting three clinics in various parts of the city.

The car parks provide parking for employees as well as patients and visitors. Pre-booking is also available at visitor car parks and during off-peak hospital hours, the Bezannes car park also serves the station and Auguste Delaune Stadium.

We have won the following parking contracts:

- | University hospital Brest (3,700 spaces);
- | CH Gonesse (1,000 spaces);
- | University hospital Nice (986 spaces);
- | Courlancy-santé group Reims (1,000 spaces);
- | QEMC Birmingham contract was extended.

Q-Park UK supports Sheffield Hospitals Charity

To support NHS hospital charities throughout the country, customers just needed to enter the special discount code when pre-booking their parking at any Q-Park car park across the UK and Ireland to receive 10% discount. At the same time, Q-Park donated an amount to the Sheffield Hospitals Charity. The charity ensures that the money is spent effectively on services at Sheffield Teaching Hospitals.

John Denton, Head of Sales and Marketing: "We are really pleased to be able to agree this partnership and work so closely with Sheffield Hospitals Charity. Over the past 18 months we have all been amazed by the dedication of hospital staff as they got to grips with the pandemic, but we know they need our support at all times. Sheffield Hospitals Charity does incredible work in supporting our hospitals."

 [Why free parking at hospitals is not a great idea.](#)

 [Click for nine specialist tips on hospital parking.](#)