

ANNUAL CSR REPORT 2021

We
Develop
Quality

Urban liveability



SUSTAINABLE DEVELOPMENT GOALS

As one of Europe's leading parking service providers, Q-Park wants to demonstrate its contribution to the UN Sustainable Development Goals (SDGs).

Although Q-Park's business potentially has an impact on all 17 SDGs, we have identified three that align most with our business, strategy and objectives and where we believe we can make a difference. These are SDG 7 (Affordable, reliable, sustainable and modern energy), SDG 9 (Industry, innovation and infrastructure) and SDG 11 (Sustainable cities and communities).

Figure 15: Q-Park focuses on three SDGs: 7, 9 and 11



Why are these SDGs significant to Q-Park?

With an increasing world population, greater numbers of people living in urban areas, and rising prosperity, urban infrastructure is becoming significantly more important.

One of the accompanying challenges for municipalities is to maintain a liveable city as they contend with a range of issues: congestion, search traffic cruising for a place to park, reduced accessibility, air pollution, as well as unattractive and unsafe streets and squares full of parked cars.

We have aligned our CSR strategy with the SDGs and identified the relevant sub-targets. The following table shows the relationship between the SDGs that are the most relevant for Q-Park and the company's contribution.

SDG Description Sustainable Development Goal Q-Park's activities and contribution

SDG	Description	Sustainable Development Goal	Q-Park's activities and contribution
7	Affordable, reliable, sustainable and modern energy		
7.2	By 2030, increase substantially the share of renewable energy in the global energy mix.	I	Increasing renewable energy share in energy consumption.
		I	Equipping car parks with solar panels, wind turbines and other means of generating renewable energy.
7.3	By 2030, double the global rate of improvement in energy efficiency.	I	Focus on energy efficiency of equipment, installing LED lighting and sensors, and other operational measures.
9	Industry, innovation and infrastructure		
9.1	Develop quality, reliable, sustainable and resilient infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	I	By offering attractive parking facilities we make urban amenities and essential amenities such as hospitals, airports, universities and city centres accessible.
9.4	By 2030, upgrade infrastructure and retrofit industries to make them	I	Install LED lighting to reduce energy consumption.
		I	Offer EV charging points to support the use of environmentally-friendly mobility options.

	sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	<p>I Provide parking near public transport nodes and bicycle parking solutions for 'last mile' needs.</p> <p>I We renovate, repurpose and upgrade existing parking structures where relevant.</p> <p>I We work with environmentally-friendly and circular building materials and methods.</p>
11	Sustainable cities and communities	
11.3	By 2030, enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.	<p>I Q-Park works closely with municipalities to analyse changing mobility patterns and devise innovative responses. We know that regulated and paid parking are an integral part of urban mobility. Instruments we use to promote sustainable urban mobility include smart parking tariff structures and parking permits for residents to reduce on-street parking.</p>
11.6	By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	<p>I Reduce search traffic by providing dynamic parking information.</p> <p>I Reduce search traffic by encouraging customers to pre-book their parking space.</p>
11.7	By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.	<p>I Provide off-street parking to help create car-free zones and public spaces which can be transformed into urban parks and town squares, used for sports, leisure, events etc.</p> <p>I Purpose built parking allows the public space to be developed for people (not cars), creating safe bicycle lanes and walkways.</p> <p>I Have wide, angled, and easily accessible parking spaces available for families and people with reduced mobility (PRMs).</p>
11.A	Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development.	<p>I By offering P+R solutions and by being part of mobility hubs, Q-Park contributes to connecting rural and urban areas and reduces unnecessary car traffic in city centres.</p> <p>I By offering an urban area perspective when developing mobility hubs and location specific parking services, we serve a variety of urban needs in a smart and sustainable way.</p>

RESULTS

PERFORMANCE HIGHLIGHTS

	2018	2019	2020	2021
General information				
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
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
O+LL PFs (kWh measured)	547	544	517	518
O+LL PSs (kWh measured)	208,708	226,773	221,396	222,880
Financial information				
Underlying net revenue (x EUR million)	652.8	674.0	486.6	520.0
Underlying operating result (x EUR million)	204.5	216.3	54.4	81.6
Cash flow (x EUR million)	-34.7	220.8	-45.5	100.2
Total capital investment (x EUR million)	109.0	147.2	78.3	84.9
Net revenue from parking activities (x EUR million)	602.0	616.3	420.3	450.1
Net revenue from short-term parking (x EUR million)	475.5	479.0	282.0	319.7
Net revenue from long-term parking (x EUR million)	126.5	137.3	138.3	130.4
Non-financial information				
Average carbon footprint (kg CO ₂) per parking space	119	105	91	93
GWh consumed by O+LL PFs (measured)	89.3	87.5	70.6	71.1
kWh consumed per O+LL PS (measured)	428	386	319	319
Total GHG (tCO ₂)	28,088	27,040	22,647	23,472
Scope 1 (tCO ₂)	2,825	2,724	1,949	2,281
Scope 2 (tCO ₂)	25,026	24,065	20,443	20,944
Scope 3 (tCO ₂)	237	251	255	248
Car fleet e-cars	53	55	62	69
Car fleet diesels	300	292	270	290
EV charging points	534	956	1,190	2,114