

---

# CONTENTS

<b>PREFACE</b>	4
<b>ABOUT Q-PARK</b>	6
Profile	6
Quality in parking	7
Review of business	8
Review of sustainability	12
Review of activities	14
Future outlook	21
<b>STRATEGY</b>	23
How we create value	23
Materiality analysis	26
Targets	27
Sustainable development goals	28
<b>RESULTS</b>	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
<b>OTHER INFORMATION</b>	61
Risk management	62
What we can do better	70
<b>OVERVIEWS</b>	71
GRI Content Index	71
Stakeholders	77
<b>GLOSSARY</b>	80

## OUR SOCIAL ENGAGEMENT

### Mobility hubs keep cities moving

Mobility hubs are busy places where travellers arrive and depart by different modes of transport, such as bicycle, car, train, or plane. Mobility hubs help urban areas to be accessible and liveable. Furthermore, as part of our SMP programme, we encourage municipalities to develop hubs.

Figure 27: Proximity to alternative mobility options



Q-Park wants to help motorists complete their journey as conveniently as possible and a mobility hub is the place to provide additional services. They could feature:

- I **Kiss + Ride zones:** Customers can park here for a brief period to drop-off or pickup family and friends, or a ride share.
- I **Lockers:** Customers can leave luggage and shopping while using amenities in the vicinity.
- I **Refrigerated lockers:** for perishable goods. At some inner-city locations this service is used by restaurant suppliers to make early-morning deliveries, avoiding congestion.
- I **Parcel walls:** Parcel delivery services give their customers a digital key to open the door and thus take delivery of their online purchase. This logistic facility contributes to reducing parcel delivery mileage and emissions, while offering added convenience to customers who order online.
- I **Pickup points:** as a service, stores in the shopping centre can deliver shopping and/or bulky goods to the pickup point. The customer drives by to collect their goods on their way out.

Figure 28: Mobility hubs with Lockers & Pickup points



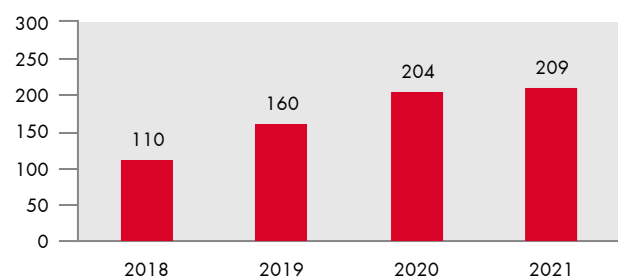
### Park+Ride

Parking facilities at mobility hubs enable people to switch transport mode to continue their journey by public transport.

### Results

Our proximity to alternative mobility options has increased slightly in 2021. This is mainly due to improved data registration in our back-office systems. We now have 209 owned and long-leased Park+Ride (P+R) parking facilities (2020: 204) registered at or near major transport hubs.

Chart 19: Parking facilities at major transport hubs



## Micromobility

By moving car parking from on-street to off-street, cities free up public space for pedestrians and cyclists. Many cities and towns now also wish to move bicycle parking off the streets too. We include bicycle parking in our renovation and new build plans wherever feasible.

There are clear advantages to both municipalities and cyclists in moving bicycle parking off-street, including:

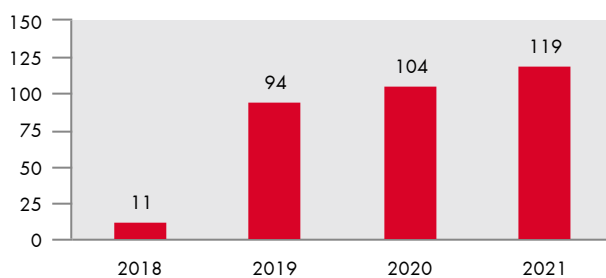
- I public space becomes available for pedestrians, markets and other street activities;
- I dry and secure bicycle parking for cyclists with optional lockers for helmets is available;
- I e-charging for e-bicycles can be provided.

 [More information about bicycle parking solutions.](#)

## Results

In 2021, we have continued to add bicycle parking to our car parks. We now have 119 owned and long-leased parking facilities offering bicycle parking (2020: 104), a 14% increase.

Chart 20: Parking facilities with bicycle parking



## Mobility inclusion

Municipalities are committed to providing access to public transport and amenities for all citizens, including persons with reduced mobility (PRMs).

More than 80 million people in the EU, about 16%, live with a disability of some kind, often affecting their mobility. Considering the inevitable reversal of the population pyramid and that more than one-third of people aged over 75 have an age-related condition that restricts their mobility to a certain extent, providing easy access to public amenities is vital.

Q-Park ensures that its parking facilities meet government requirements for inclusive mobility with features including:

- I wide walkways that provide ample space for wheelchair users and people using walking aids;
- I spaces for blue badge holders are always located close to the pedestrian exit;
- I threshold-free access from the pedestrian area to the parking deck;
- I wide doorways;
- I ramps with gentle incline and lifts suitable for wheelchairs and buggies;
- I safe handrails and protection under tapering constructions;
- I easy to read signage with colour contrast;
- I more than sufficient lighting levels.

The availability of inner-city parking close to points of interest (POIs) is an essential service to enable PRMs to participate fully in society.