PREFACE ABOUT Q-PARK STRATEGY RESULTS OTHER INFORMATION OVERVIEWS

CONTENTS

PREFACE	4
ABOUT Q-PARK	6
I Profile	6
I Quality in parking	8
I Review of business	9
I Review of CSR	14
I Notable projects	16
I Future outlook	26
STRATEGY	28
I How we create value	29
I Sustainable development goals	32
I Materiality analysis	34
I CSR strategy	38
RESULTS	44
I Performance highlights	44
I Value Creation	46
I Value Capturing	56
I Value Sharing	64
I Value Retention	70
OTHER INFORMATION	79
I Supply chain	80
I Governance, policies and codes	81
I Risk management	82
I What we can do better	90
OVERVIEWS	92
I GRI Content Index	92
I Stakeholders	98
GLOSSARY	102