
CONTENTS

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

Energy-neutral car park in Amsterdam

In 2020, Q-Park Netherlands opened the greenest car park in Amsterdam. The car park is located in a newly developed residential area in the eastern part of the city. The car park plays a central role in making the new neighbourhood a low-traffic zone because there are no on-street parking spaces. The 704 spaces are used by visitors and residents.

With a roof full of solar panels, the car park generates enough electricity to be energy neutral. Any excess green electricity is used to power the 30 EV charging points. Succulent sedum plants cover the remaining roof to buffer rainfall.



Solar panels on the roof

Stronger together

This parking facility is another example of how Q-Park collaborates with project developers, constructors and investors. **Q-Park Oostenburg** is a joint venture between developer/constructor Ten Brinke, investor Holland Immo Group and Q-Park providing car parking expertise in the design and operational phases.

 [More about Oostenburg in Amsterdam.](#)

Cradle-to-cradle construction

Venlo is one of the most sustainable municipalities in the Netherlands. The region has the highest number of companies with cradle-to-cradle (C2C) certified products in the world and Venlo city hall, also constructed according to cradle-to-cradle principles, has the largest green façade in Europe.

Blok van Gendt car park

So, logically, when Venlo municipality issued a Design, Finance, Build, Maintain and Operate (DFBMO) tender for a new parking facility, it also stipulated that this should be built according to the same C2C principles.

