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

Environmental footprint

Our environmental footprint is determined by the amount of energy we consume. In our 2020 Materiality Analysis, energy consumption is considered the eighth most material topic.

We manage our environmental impact by:

- reducing our overall energy consumption;
  - introducing energy-saving technology such as LED lighting with smart switching controls;
- decreasing fossil fuel consumed by our fleet;
- procuring a larger portion of the energy we consume in our parking facilities and offices from renewable energy sources;

We report greenhouse gas (GHG) emissions according to the GHG Protocol, on scope 1, 2 and 3.

Energy efficiency

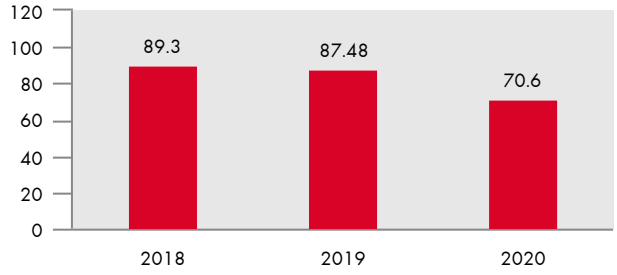
Q-Park is a large consumer of electricity, both for lighting and operational equipment, as well as for charging electric cars. We have an energy-saving programme in place to implement measures for reducing energy consumption, demonstrating clear benefits – in financial terms as well as in our environmental impact.

For example, lighting is automatically dimmed to emergency levels and switch to brighter lighting when movement of cars or pedestrians is detected. We also take simple operational measures to decrease energy consumption by temporarily closing off parking decks in quiet periods.

Results

In 2020 the total amount of energy, measured in GWh, that we consumed in our owned and long-leased parking facilities (OLL PFs) decreased by 19.3%.

Chart 17: Total GWh consumed by OLL PFs



LED programme

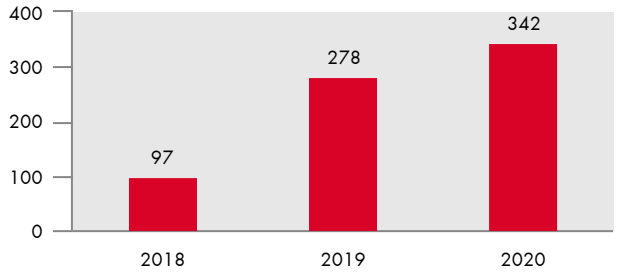
Over the past few years, we have invested considerably in refitting our parking facilities with energy-efficient LED lighting. The accelerated investment enabled us to achieve ongoing savings and a lasting reduction in our carbon footprint.

Our quality LED lighting with smart controls provides good lighting levels in all areas of our car parks. We have more light in pedestrian areas and lower light levels on the parking decks. Smart controls mean we can easily switch off lighting in parts of a car park that are not being used.

Results

In 2020, we fitted another 64 of our parking facilities with energy-saving LED lighting. The chart shows cumulative numbers.

Chart 18: PFs with energy-saving LED lighting



LED - Proven energy efficiency.

Click here for our LED showcase.

Emissions

Q-Park wants to contribute to lowering CO_2 emissions as this contributes to the general quality of life, and that in urban areas in particular.

There is however a dilemma regarding the CO_2 footprint. On the one hand we are working hard to reduce our kWh consumption through our LED programme and other energy-saving measures. On the other, the more our customers use our EV charging points, the more kWh are added to our consumption.

We seek to collect and analyse the kWh used for EV charging and report this separately as of 2021. This data can then be used to calculate the carbon footprint related to EV charging.

Results

In 2020 we further reduced our carbon footprint per parking space in owned and long-leased parking facilities by 13.3% compared to 2019. This further reduction can be attributed to our LED programme and operational measures designed to increase overall efficiency.

As a consequence of the coronavirus pandemic measures taken throughout Europe in 2020, car park occupancy was considerably lower than forecast. Naturally, this has also had an impact on our energy consumption and CO_2 emissions.

The charts in this section show a continued downward trend in all emissions in 2020.

Chart 19: CO_2 emissions (tonnes) per type of structure

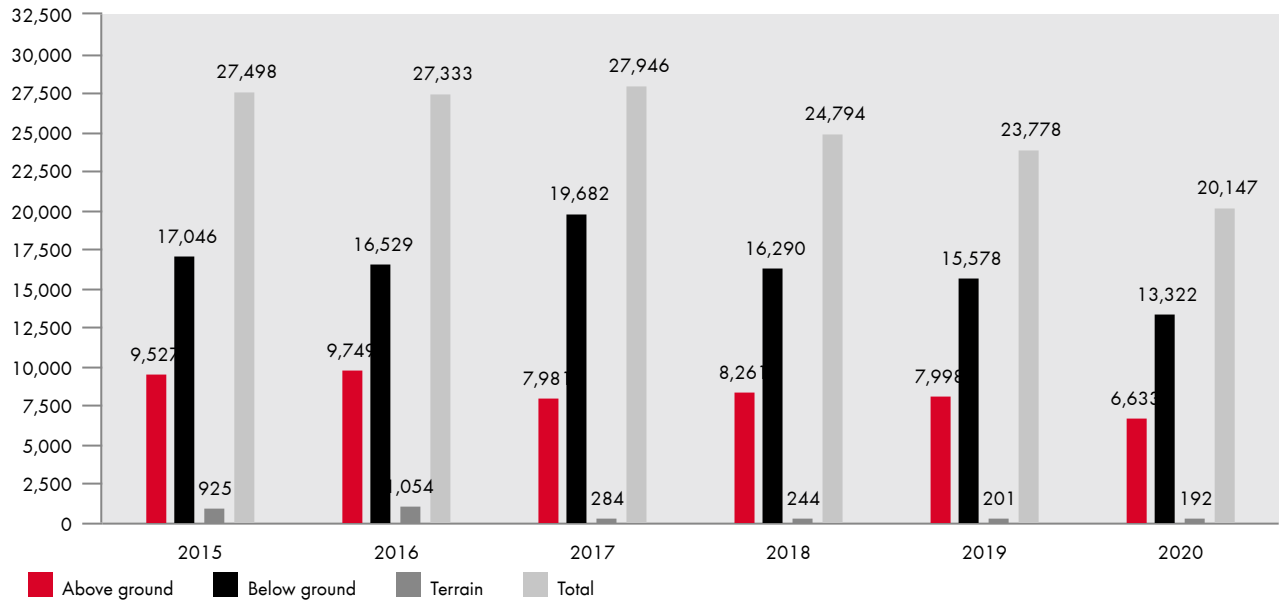


Chart 20: CO_2 emissions (kg) per parking space per type of structure

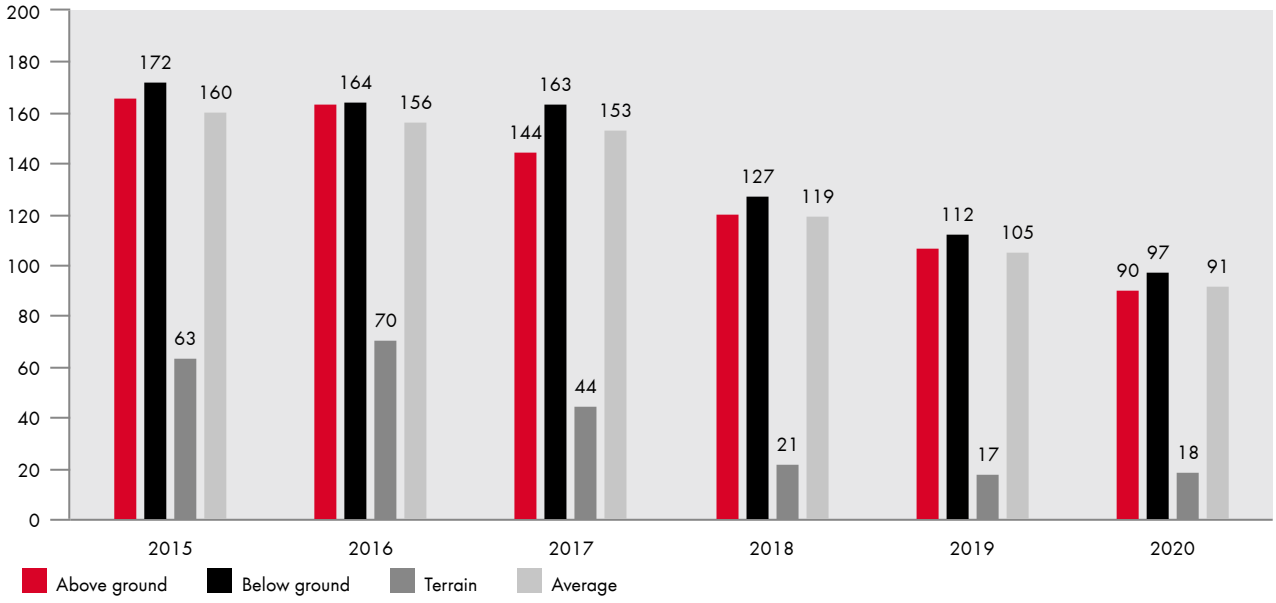
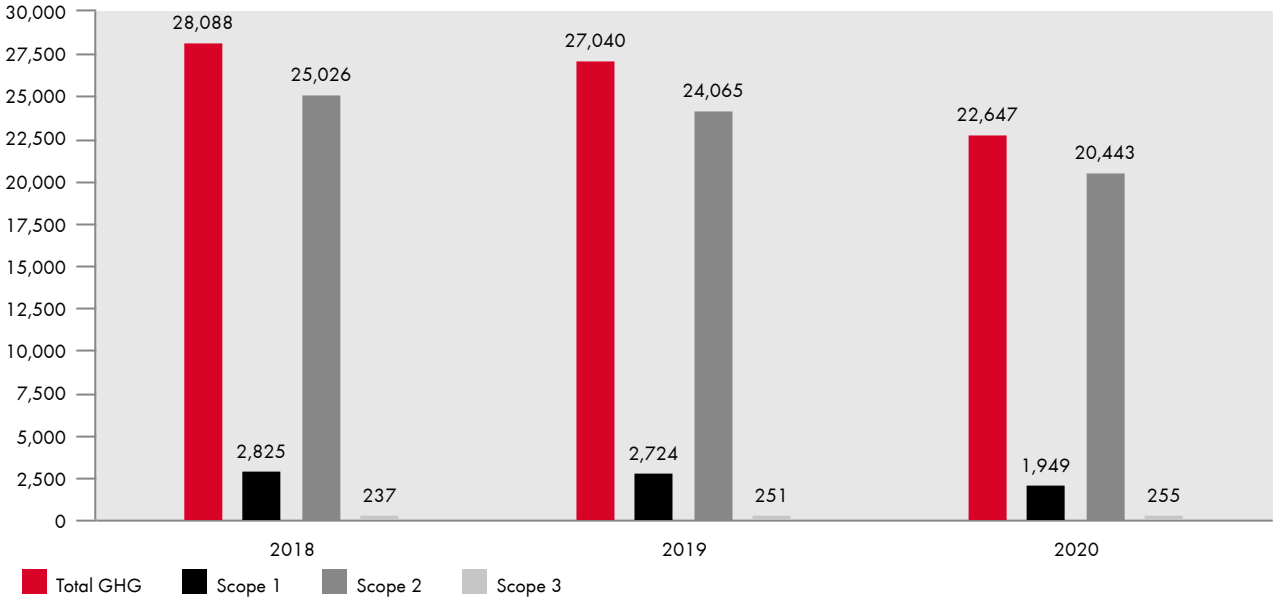


Chart 21: Total greenhouse gas emissions (GHG) in tons CO_2



Our car fleet

Our car fleet is slowly changing as we replace diesel cars at the end of their useful life span.

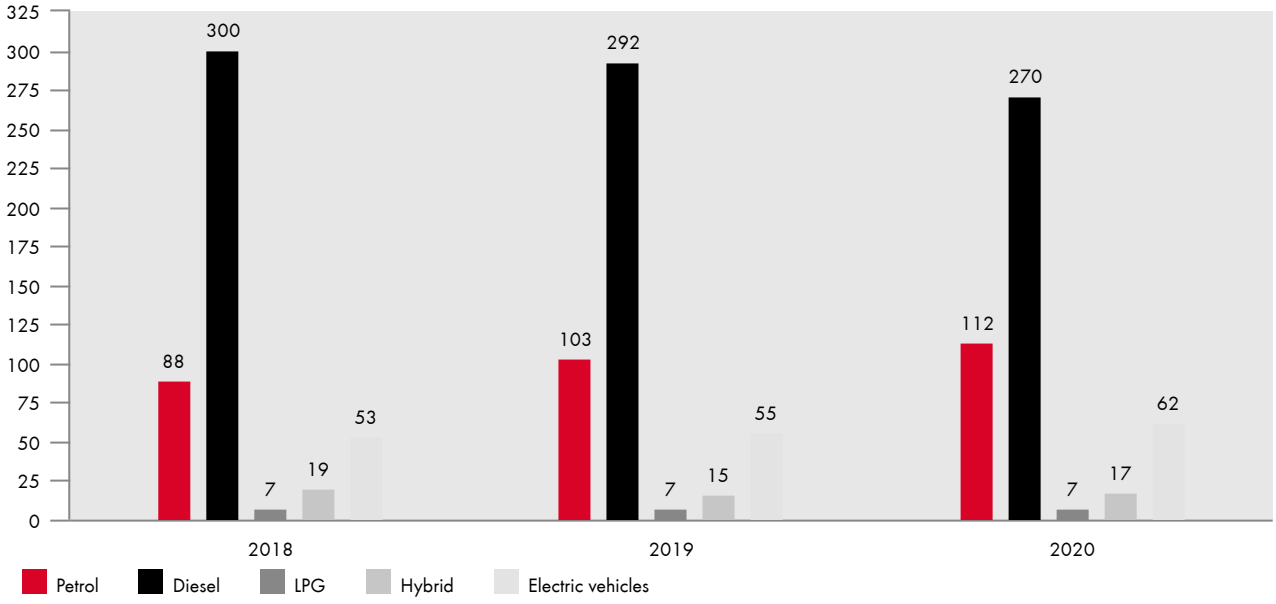
Results

In 2020 we retired another 22 diesel cars as their lease contracts expired. These vehicles were replaced with a mix of petrol, hybrid and all electric vehicles. Our fleet now consists of 17 PHEVs and 62 EVs.

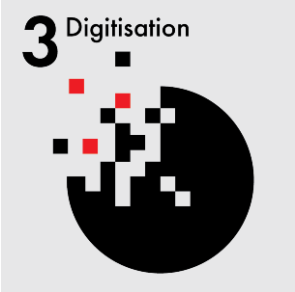
7 AFFORDABLE AND CLEAN ENERGY

With our efforts to reduce our CO_2 and GHG emissions and the reduction in our overall CO_2 footprint, we are contributing to SDG 7.

Chart 22: Car fleet composition



Parking products



We capture value through our customers and partners with our parking products. Digitisation enhances the customer experience and increases the efficiency of our services which has an ongoing impact on our economic performance.

In our 2020 Materiality Analysis, digitisation and economic performance are among the most material topics.

We work together with partners in the mobility chain to enhance the customer journey. In our 2020 Materiality Analysis, partnerships is considered the tenth most material topic.

Short-term parking

We serve thousands of customers every day and most of them just take a parking ticket or use their bank card to access and exit our parking facilities. They visit us irregularly which makes it very convenient to use our services without having to register or log in.

As part of our efforts to create a better customer experience, increase parking convenience and enable customer interaction;

- our partners provide access to our car parks by means of their apps;
- the Q-Park Mobile App provides access based on ANPR.

For short-term parking customers to use these apps, they need to provide contact information and a payment option when they register.

Pre-booking

Pre-booking customers use our PaSS innovation. We offer pre-booking services to:

- Our customers via our country websites. We have various propositions available online, for example: a shopping ticket, P+R offers, and special deals for a weekend away or events.
- Our purpose partners' customers via a URL. the sales flow is completed by Q-Park.
- Our affiliate partners' customers via an API, the sales flow is integrated into their offerings. For example, customers prefer the convenience of:
  - booking theatre tickets and an evening parking ticket in one smooth flow;
  - booking their holiday together with airport parking.

Pre-booking services are a smart and responsible choice as they reduce search traffic, allow for economic parking tariffs, and encourage parking at ring-roads which decreases traffic in inner-cities.

With pre-booking options for events, it is easier to manage peak traffic flows while allowing audiences to enjoy a variety of events in urban areas. In 2020, we now have 290 (2019: 221) parking facilities offering pre-booking services online.

Long-term parking

We offer a wide variety of season tickets for our customers who park with us frequently and who are looking for a more economic solution.

- Nights + Weekend products for residents.
- Office solutions for employees.
- Retailers may want a 6x24 hours solution.

As well as the traditional annual season ticket, we also offer season tickets for one month or quarter for customers wanting greater flexibility.