
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

Micro-mobility

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:

- | public space becomes available for pedestrians, markets and other street activities;
- | dry and secure bicycle parking for cyclists with optional lockers for helmets etc;
- | e-charging for e-bicycles.

Figure 20: Secure bicycle parking

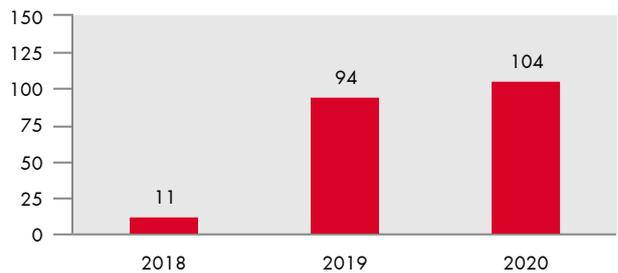


[More information about bicycle parking solutions.](#)

Results

In 2020, we have continued to add bicycle parking to our car parks. We now have 104 owned and long-leased parking facilities offering bicycle parking (2019: 94).

Chart 13: Parking facilities with bicycle parking



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



With our parking facilities at mobility hubs we contribute to SDG 9 and SDG 11.

Off-street parking



Off-street parking facilities contribute to the quality of life in urban areas. In our 2020 Materiality Analysis, liveability is considered the ninth most material topic.

Off-street parking facilities reduce the amount of traffic searching for a place to park, which, in turn, has a positive impact on emissions and air quality in city centres.

Wherever possible, we give the public space back to the community and enable people to use space as they see fit.

Off-street parking facilities create value for public and private landlords, commercial partners, citizens and motorists who recognise that off-street parking is an essential link in the mobility chain.

- | By investing in off-street car parks we help maintain accessibility of urban areas.
- | By offering off-street parking alternatives to motorists and cities, we help enhance urban liveability.

Because we are passionate about space and making towns and cities more liveable, we have introduced two new KPIs in 2020. This means we can monitor and report on the number of parking facilities we have under urban parks and town squares.

Urban parks

By constructing parking facilities under urban parks, we replace **Grey for Green**. We create green and public spaces for people, not cars, improving liveability for all as urban parks (green zones) help to fight pollution, encourage biodiversity in city centres, and are crucial to social cohesion.

Town squares

The public space in town squares is free of cars because parking is beneath the surface. This space can then be used by the local community for a wide variety of activities such as street cafés and restaurants, weekly markets, and events such as music festivals, culinary festivals and carnival parades.

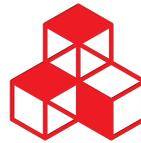
Results

- Of our owned and long-leased car parks (2020: 716);
- | More than half (2020: 374) are underground
 - | More than 10% of them free up public space for other purposes
 - | Urban parks: 14
 - | Town squares: 25

 [Article: Can we replace grey with green? Yes we can!](#)

 [Article: Passionate about space.](#)

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



With off-street parking we contribute to SDGs 9 and 11.