
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

RESULTS

PERFORMANCE HIGHLIGHTS

	2018	2019	2020
General information			
Total Parking Facilities (PFs)	≈ 2,500	2,556	3,076*
Owned, Concession + Long-Leased (O+LL) PFs	635	688	689
Short-Leased PFs	180	172	107
Managed PFs	138	151	209
Total Parking Spaces (PSs)			
Total Parking Spaces (PSs)	≈ 454,000	547,481	571,166
O+LL PSs	281,801	282,008	286,870
Short-leased PSs	44,297	36,161	36,873
Managed PSs	71,216	150,668	148,315
Energy consumption			
Number of O+LL PFs with kWh consumption measured	547	544	517
Number of O+LL PSs with kWh consumption measured	208,708	226,773	221,396
Financial information			
Adjusted net revenue (x EUR million)	652.8	674.0	487.4
Adjusted net result (x EUR million)	204.5	216.3	52.9
Cash flow (x EUR million)	-34.7	220.8	-45.5
Total of capital investment (x EUR million)	109.0	147.2	82.1
Non-financial information			
Average carbon footprint (kg CO ₂) per parking space	119	105	91
GWh consumed by O+LL PFs	89.3	87.5	70.6
Total GHG (tCO ₂)	28,088	27,040	22,647
Scope 1 (tCO ₂)	2,825	2,724	1,949
Scope 2 (tCO ₂)	25,026	24,065	20,443
Scope 3 (tCO ₂)	237	251	255
Car fleet			
Car fleet e-cars	53	55	62
Car fleet diesels	300	292	270
EV charging points	534	956	1,190
Employees			
Employees	1,565	2,122	1,837
Employees receiving regular general training	860	1,070	920
Employee training hours (average per year)	21.4	20.9	12.6
Number of work-related incidents	49	57	43
Number of work-related lost days	917	743	749

	2018	2019	2020
Total PFs offering 24/7 service	962	1,011	1,053
Total PFs offering online information	729	789	797
Total PFs offering EV charging points	115	169	203
Total PFs offering online pre-booking services		221	290
Total PFs dedicated to hospital parking	56	57	59
Total PFs with PaSS operational			168
Total PSs dedicated to PRMs	2,144	2,309	2,976
Total POs listed online (excl. FR 2018 & 2019)	653	734	1,643
O+LL PFs with disabled parking spaces	424	445	524
O+LL PFs underground	349	383	374
O+LL PFs with elevators	284	370	437
O+LL PFs with energy-saving lighting (mostly LED)	97	278	342
O+LL PFs with CCTV	250	285	301
O+LL PFs near public transport hub	110	160	204
O+LL PFs offering car sharing schemes	32	32	28
O+LL PFs with bicycle parking	11	94	104
Cities with five or more PFs		42	53
Awards	133	125	88
Certifications	7	9	10

* The difference between total parking facilities 2020 and 2019 is mainly driven by an administrative change of and an increase in control fee contracts in Q-Park Denmark.