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Q-Park Liveability Model

The sunburst chart is interactive. To read about a particular CSF or KPI and see our results, click on a segment to jump directly to that part of the report. This feature is only available in the online version.




To check the relevance of the QLM with respect to the materiality analysis and UN Sustainable Development Goals we have mapped material topics and SDGs against our QLM. Throughout this report you will see SDG and Material icons as a reminder of the relevance of our reporting.

Figure 14: Q-Park Liveability Model, SDGs and Material topics

| Q-Park Liveability Model | | | SDGs | | |
|--------------------------|---------------------------------|-----------------------------------|--|--|--|
| | Critical Success Factors (CSFs) | Key Performance Indicators (KPIs) | 7 AFFORDABLE AND CLEAN ENERGY  | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  | 11 SUSTAINABLE CITIES AND COMMUNITIES  |
| Value creation | Accessibility | City centres | | ■ | ■ |
| | | Hospitals | | ■ | ■ |
| | | Mobility inclusion | | ■ | ■ |
| | Mobility hubs | P+R | | ■ | ■ |
| | | Micro-mobility | | ■ | ■ |
| | Off-street parking | Urban parks | | ■ | ■ |
| | | Town squares | | ■ | ■ |
| Functional quality | 24/7 service | | ■ | ■ | |
| | | On-site services | | | |
| Value capturing | Financial performance | | | ■ | ■ |
| | Smart contracts | | | ■ | ■ |
| | Strategic locations | | | ■ | ■ |
| | Environmental footprint | Energy efficiency | ■ | | |
| | | LED lighting | ■ | | |
| | | Emissions | ■ | | |
| | | Car fleet | ■ | | |
| Parking products | Short-term parking | | | | |
| | Season tickets | | | | |
| | Pre-booking | | | | |
| Value sharing | Parking information | Online information | | | |
| | | POIs | | | |
| | EV charging | | ■ | | ■ |
| Digital services | PaSS | | | ■ | |
| | | Programmes | | | |
| Value retention | Compliance | | | | |
| | Employees | Training & Development | | | |
| | | Contract gender | | | |
| | | Health & Safety | | | |
| | Co-creation | | | ■ | |
| | Expertise | Research | | | ■ |
| Customer Satisfaction | | | | | |
| Awards & Certificates | | | | | |





|  SUSTAINABLE CITIES COMMUNITIES | Material topics | | | | | | | | | | | | | | | | | | | | |
|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| 1. Customer satisfaction 2. Mobility 3. Digitisation 4. Economic performance 5. Electrification | 6. Cyber security 7. Employee development 8. Energy consumption 9. Liveability 10. Partnerships | 11. Health & Safety 12. Compliance 13. Innovation 14. Accessibility 15. Diversity & Inclusion | 16. Community engagement 17. Renovation & Maintenance 18. Climate-related risks 19. Public space management 20. Waste & Water management | | | | | | | | | | | | | | | | | | |
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