
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

REVIEW OF CSR

CSR Strategy

SDGs

As one of Europe's leading parking service providers, we have identified three UN Sustainable Development Goals (SDGs) that align most with our business, strategy and objectives and where we believe we can make a difference.

These are SDG 7 (Affordable, reliable, sustainable and modern energy), SDG 9 (Industry, innovation and infrastructure) and SDG 11 (Sustainable cities and communities).

7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



Materiality analysis

Every two years we conduct a materiality analysis, periodically identifying the topics that are most relevant to our stakeholders. This year we conducted a new analysis:

- I We asked internal stakeholders to rank the 20 shortlisted topics, providing us with the 5 topics they consider to have the most impact.
- I We derived the score for external stakeholders by combining results of previous materiality analyses and incorporating 2020 desk research.

The top five material topics identified are customer satisfaction, mobility, digitisation, economic performance and electrification.



Liveability model

The Q-Park Liveability Model (QLM) is the overarching strategic model for Q-Park's CSR activities, through which we can steer our business to create value for our stakeholders, the environment and society. We seek to improve the liveability and sustainability of cities through our policies and activities. This year we have updated the QLM to incorporate new and changed priorities as identified in our 2020 materiality analysis.

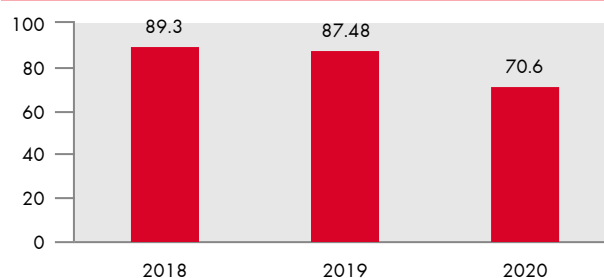
Key results summary

We report our results over 2020 and where we have the data available, we show comparable results for 2019 and 2018. To read about a particular CSF or KPI and see our results, click on a segment in the QLM to jump directly to that part of the report. This feature is only available in the online version.

The **carbon footprint** per parking space in owned and long-leased parking facilities (O+LL PFs) is 13.3% lower compared to 2019. This further reduction can be attributed to our LED programme, operational measures designed to increase overall efficiency and lower energy consumption in our parking facilities due to the impact of coronavirus measures on our business.

The **total energy consumed** in our O+LL PFs amounted to 70.60 GWh compared to 87.48 GWh in 2019, a decrease of 19.3%.

Chart 2: Total GWh consumed by O+LL PFs



In 2020, the Q-Park countries continued to install new EV charging points, increasing our EV charging solutions provision as follows:

- 1,190 (2019: 956) EV charging points, an increase of 24.5%;

203 (2019: 169) parking facilities providing EV charging, an increase of 20.1%.

Chart 1: CO₂ emissions (kg) per parking space per type of structure

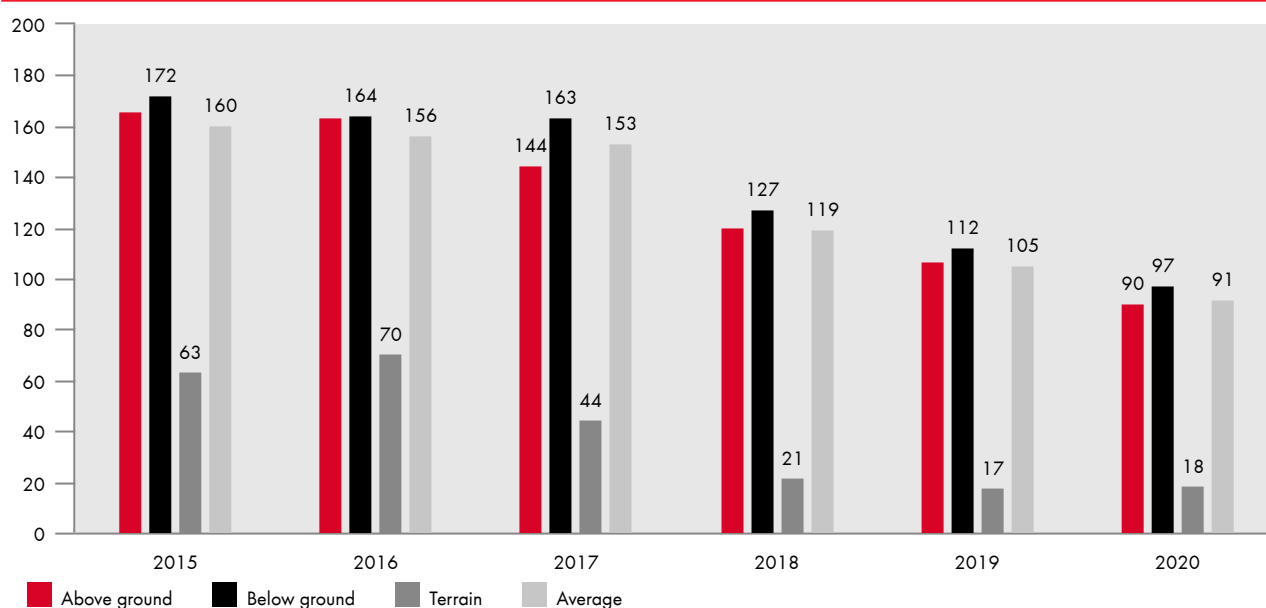


Chart 3: EV charging points

