

We  
Develop  
Quality

## Urban liveability



# PREFACE

## Q-Park Corporate Social Responsibility

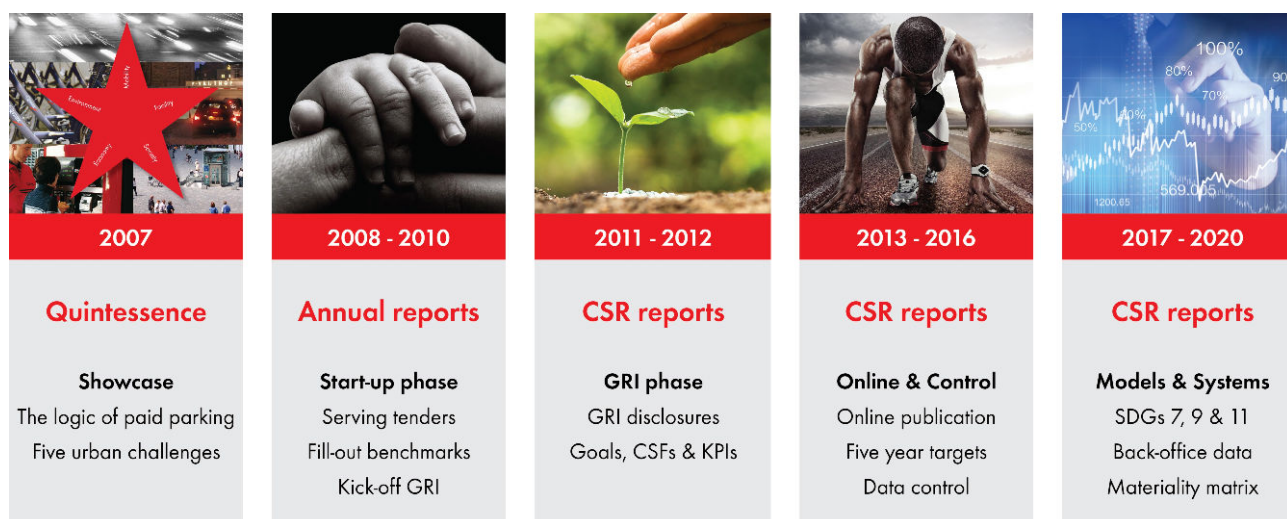
Q-Park has created Annual CSR Reports, based on the GRI standard, for the last ten years. This first decade has been about raising awareness, integrating sustainability in our day-to-day business, benchmarking, doing the right things right, engaging with stakeholders and enhancing transparency on our governance and our impact on environmental and social issues.

The next decade will be about developing and implementing shared solutions to work towards achieving the UN Sustainable Development Goals (SDGs) together, and about progressing towards Europe's aim to be climate-neutral by 2050. We will be working towards achieving a European economy with net-zero greenhouse gas emissions.

Besides playing our part in the energy-transition, we know we have a role to play in the mobility-transition – moving towards to zero-emission mobility. Keeping cities resilient, accessible and liveable with both individual and collective modes of sustainable transport, requires complex system integrations by a variety of public and private sector organisations.

We are working with international and national business partners, with local authorities, our customers and employees towards a more sustainable and inclusive future. We are conscious about using sustainable materials and repurposing existing parking capacity. We invest with a long-term perspective and we introduce digital tools, platforms and interfaces wherever possible.

Figure 1: CSR progress





## Financial

(x EUR million)

Adjusted net revenue	EUR <b>487.4</b>
Adjusted operating result	EUR <b>52.9</b>
Investment activities	EUR <b>82.1</b>



## Manufactured

Parking facilities	<b>3,076</b>
Parking spaces	<b>571,166</b>
EV charging points	<b>1,190</b>



## Intellectual

Q-Park PaSS	
Q-Park Apps	
Q-Park QCR	<b>24/7</b>



## Human

Employees	<b>1,837</b>
Average training hours	<b>12.6</b>
Incidents reduced to	<b>43</b>



## Social

PRM parking spaces	<b>2,976</b>
24/7 service	<b>1,053</b>
Mobility hubs	<b>204</b>



## Natural

Carbon footprint (tCO <sub>2</sub> )	<b>22,647</b>
Per parking space (kg/CO <sub>2</sub> )	<b>91</b> (▼13.3%)
Energy consumption (GWh)	<b>70.6</b> (▼19.3%)

# ABOUT Q-PARK

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## PROFILE

Q-Park is one of Europe's leading parking services providers with secure, clean, and well-managed commercial parking facilities across seven Western European countries.

We are recognised as a provider of quality parking facilities. The high level of quality we provide is maintained by our employees and costs are controlled through the use of smart solutions and systems.

We demonstrate that effective regulated and paid parking make an economic contribution to cities and society, and that a positive parking experience contributes to how people enjoy their visit, journey, shopping, or commute.

### Our vision

We aim to be the preferred and recommended parking partner at strategic locations in Western Europe, based on functional quality, operational excellence, customer satisfaction, and sustainable financial performance.

### Our mission

We enhance quality of life by providing clean and safe parking facilities, based on 3 key pillars:

1. Convenience;
2. Reliability;
3. Hospitality.

### Our strategy

We endeavour to be the parking operator that best understands and seizes car parking market opportunities. By applying innovative technology and by working together with strategic partners, we offer sustainable and profitable parking solutions.

### Our value

We create value for all our stakeholders through our portfolio of purpose-built parking facilities and off-street parking at strategic locations: in or near multifunctional inner-city areas, at public transport interchanges, and at hospitals.

We offer public and private landlords a range of contract types and value propositions, which are supported by our business intelligence, unique digital solutions and pricing optimisation capabilities.

We do business with a long-term perspective and from a solid financial basis. Our corporate social responsibility (CSR) report gives insight into how we create value and how we impact society and our stakeholders.

If you want to know more about who we are, please visit our website [www.q-park.com](http://www.q-park.com).



Functional  
quality



Operational  
excellence



Customer  
satisfaction



Financial  
performance