CSR REPORT 2020

We Develop Quality

Urban liveability

QPARK Quality in parking

SUSTAINABLE DEVELOPMENT GOALS

As one of Europe's leading parking service providers, Q-Park wants to demonstrate its contribution to the UN Sustainable Development Goals (SDGs). The SDGs were established in 2015 to address the biggest global issues – ranging from ending hunger and poverty to tackling climate change.

Figure 7: Sustainable Development Goals

Figure 8: Q-Park focus on three SDGs: 7, 9 and 11

Although Q-Park's business potentially has an impact on all 17 SDGs, we have identified three 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).

Why are these SDGs significant to Q-Park?
Today 3.5 billion people, that is half of humanity, live in cities. With an increasing world population, greater numbers of people living in urban areas, and rising prosperity, urban infrastructure is becoming significantly more important.

One of the accompanying challenges for municipalities is to maintain a liveable city as they contend with a range of issues: congestion, traffic cruising for a place to park, reduced accessibility, air pollution, and unattractive unsafe streets and squares full of parked cars. Furthermore, smart city elements that connect the physical with the digital world are increasingly finding their way into our lives.

We have further aligned our CSR strategy with the SDGs and identified the relevant sub-targets. The following table shows the relationship between the SDGs that are the most relevant for Q-Park and the company's contribution. We have mapped these three SDGs against our Q-Park Liveability Model and have added icons throughout the report indicating the relevance of the SDGs in our CSR reporting.

SDG	Description Sustainable Development Goal	Q-Park's activities and contribution
7	**Affordable, reliable, sustainable and modern energy**	
7.2	By 2030, increase substantially the share of renewable energy in the global energy mix.	Increasing renewable energy share in energy consumption.
		Equipping car parks with solar panels, wind turbines and other means of generating renewable energy.
7.3	By 2030, double the global rate of improvement in energy efficiency.	Focus on energy efficiency of equipment, installing LED lighting and sensors, and operational measures.

9	**Industry, innovation and infrastructure**		
9.1	Develop quality, reliable, sustainable and resilient infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	I	By offering attractive parking facilities we make urban amenities and vital functions (such as hospitals, airports, universities and city centres) accessible.
9.4	By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	I I I I I	Install LED lighting to reduce energy consumption. Offer EV charging points to support the use of environmentally-friendly mobility options. Provide parking near public transport nodes and bicycle parking solutions for 'last mile' needs. We renovate, re-purpose and upgrade existing parking structures where relevant. We work with environmentally-friendly and circular building materials and methods.
11	**Sustainable cities and communities**		
11.3	By 2030, enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.	I	Q-Park works closely with municipalities to analyse changing mobility patterns and devise innovative responses. We know that regulated and paid parking are an integral part of urban mobility. Instruments we use to promote sustainable urban mobility include smart parking tariff structures and parking permits for residents to reduce on-street parking.
11.6	By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	I I	Reduce search traffic by providing dynamic parking information. Reduce search traffic by encouraging customers to pre-book their parking space.
11.7	By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.	I I I	Provide off-street parking to help create car-free zones and public spaces which can be transformed into urban parks and town squares, used for sports, leisure, events etc. Underground parking allows the public space to be developed for people (not cars), creating safe bicycle lanes and walkways. Have wide, angled, and easily accessible parking spaces available for families and people with reduced mobility (PRMs).
11.A	Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development.	I	By offering P+R solutions and by being part of mobility hubs, Q-Park contributes to connecting rural and urban areas as well as to reducing car traffic in city centres.

MATERIALITY ANALYSIS

Figure 9: Materiality analysis - method

Phase 1:	Phase 2:	Phase 3:
Select relevant topics	*Determine significance*	*Build materiality matrix*
Desk research to define shortlist	Rank stakeholders based on impact	Analyse materiality matrix

New analysis in 2020

Every two years we conduct a materiality analysis, periodically identifying the topics that are most relevant to our stakeholders. We performed the previous materiality analysis in 2016 and updated this with international desk research in 2018. This year we conducted a new analysis, determining material topics which reflect Q-Park's economic, environmental and social impacts as well influence decisions of our stakeholders.

Design of the study

In line with GRI and IIRC guidance, extensive desk research was carried out to draw up a shortlist of topics. This research included:

l   international standards (GRI & SASB);

l   trends and media exposure;

l   sector and peer analysis.

A total of 20 topics were shortlisted and defined at the same level of abstraction, forming the material topics on which Q-Park can steer. The shortlist was presented to a range of internal stakeholders (respondents) in a random sequence (see table). They were asked to select the 5 topics they consider to have the most (potential) impact and the 5 topics they consider to have the least (potential) impact on Q-Park's operations.

The score for external stakeholders was derived by combining the results of the previous materiality analyses conducted in 2016 and 2018, and incorporating the aforementioned 2020 desk research which included trends, and peer and sector analysis.

Results

The ranking figure shows how the topic ranking in 2020 has changed compared to 2016. Note also that the 2016 materiality analysis contained five fewer topics than in 2020.

Topics indicated with an X in the 2016 analysis were either not included in the previous analysis or the definition has changed significantly so the materiality cannot be compared. Topics that have dropped down the ranking are still important to the business. They may now be considered as part of our everyday activities, expected to be taken care of by all players in our industry and/or are less relevant due to external changes.