CSR REPORT 2020

We Develop Quality

Urban liveability

QPARK Quality in parking

CSR STRATEGY

CSR strategy objectives

The value we create for our stakeholders can be directly traced back to our business model. Our financial results ensure that we can continue to create value for society in the long term by improving the accessibility and quality of life in urban areas. We are also contributing to realising UN Sustainable Development Goals, and to SDGs 7, 9 and 11 in particular.

Q-Park 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 and society. We seek to improve the liveability and sustainability of cities through our policies and activities.

We first developed the QLM in 2015 and have structured our CSR reporting around this. In 2020 we have updated our Liveability Model to incorporate new and changed priorities as identified in our 2020 materiality analysis.

We have developed a visual to communicate our CSR focus areas in a clear and simple manner. It has three layers:

1.   **Values**: The inner layer is the strategic layer with the four core values. All values are equal and provide a balanced and integrated 360° view on our business impacts.
    1.1.   Value creation
    1.2.   Value capturing
    1.3.   Value sharing
    1.4.   Value retention
2.   **Critical Success Factors**: The second layer is the tactical layer and shows the critical success factors (CSF) in which Q-Park must excel.
3.   **Key Performance Indicators**: The third layer is the operational layer for which we have defined key performance indicators (KPI). Where this layer is missing, there will be qualitative reporting on the CSF.

Reporting processes and data quality

We continually endeavour to simplify the reporting process and make this more efficient. Our KPIs are well-defined and our back-office systems allow us to extract more and more relevant information. This reduces the amount of time needed by the country organisations and increases the data quality.

In the following sections we report on our performance and explain how we create value per CSF and KPI in each quadrant. We report our results over 2020 and where we have the data available, we show comparable results for 2019 and 2018.

Figure 13: Contributing to realising UN SDGs - 7, 9 and 11 in particular

7 AFFORDABLE AND CLEAN ENERGY
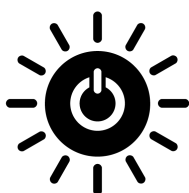
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

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 SUSTAI… AND C…
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			

Material topics

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

(Leftmost column: SUSTAINABLE CITIES AND COMMUNITIES)

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)	≈ 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
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 e-cars	53	55	62
Car fleet diesels	300	292	270
EV charging points	534	956	1,190
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