CSR REPORT 2020

We Develop Quality

Urban liveability

QPARK Quality in parking

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

	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

SUSTAINABLE CITIES & 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