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- | public and private landlords to efficiently integrate and operate their car parks in our portfolio;
- | those offering shared cars and bicycles and public transport providers;
- | parking tariff policy makers.

With our integrated and connected expertise, municipalities can take multiple measures to:

- | reduce traffic searching for a place to park;
- | improve air quality and reduce emissions;
- | provide for sufficient parking capacity and proper usage, both on and off-street;
- | create a more liveable urban environment.

Results

We have defined strategic cities in all the countries where we operate. These cities have five or more purpose-built off-street parking facilities, clustering facilities in our strategic cities significantly increases our operational efficiency. In 2019 we were able to expand our portfolio, and in our strategic cities in particular bringing the total to 42 (2018: 38).

Strategic cities per country (in alphabetical order):

- | Belgium – Antwerp and Brussels
- | Germany – Berlin, Darmstadt, Düsseldorf, Hagen and Saarbrücken
- | Denmark – Aarhus, Kopenhagen and Odense
- | France – Aubagne, Brest, Castres, Chalon sur Saône, Chambéry, Chartres, Colombes, Epinal, Issy Les Moulineaux, Marseille, Montauban, Montigny le Bretonneux, Paris, Saint-Étienne, Sèvres, Toulon and Valence
- | Ireland – Cork
- | Netherlands – Amsterdam, The Hague, Eindhoven, Groningen, Heerlen, Hoofddorp, Maastricht, Rijswijk and Rotterdam
- | UK – Glasgow, Liverpool, London, Manchester and Sheffield

Environmental footprint

Globally, at the current rate of consumption, 157% of the natural resources on the planet are being consumed. This means that an Earth and a half would be needed to maintain humanities environmental footprint. In order to preserve the world's remaining resources, it's crucial that everyone contributes to reducing our consumption.

Q-Park aims to have reduced its energy consumption in 2020 by 25% compared to the 2016 baseline, thus reducing our environmental footprint significantly. We manage our environmental impact by reducing energy consumption and by introducing energy-saving technology such as LED lighting with smart switching controls in our parking facilities.

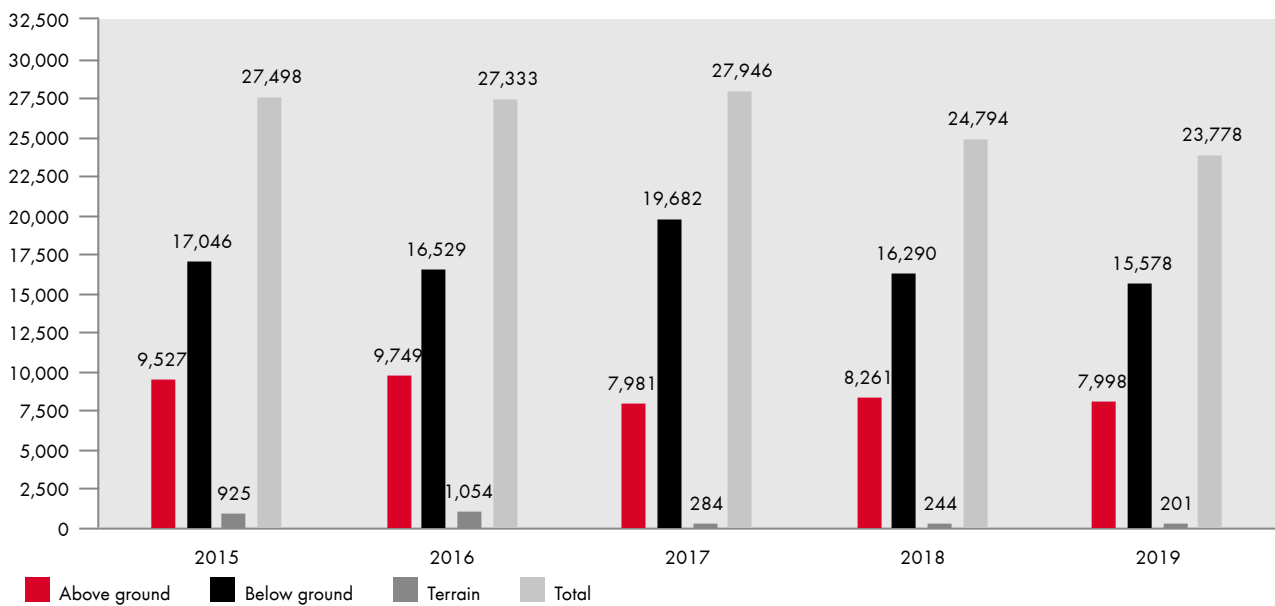
Figure 17: Strategic locations



Figure 18: A measure to reduce energy - a traffic cone



Chart 14: CO₂ emissions (tonnes) per type of structure



Our lighting systems switch to brighter lighting when movement of cars or pedestrians is detected. In addition, when no cars are present in part of the car park, lighting is automatically dimmed to emergency levels.

We also take simple operational measures to increase the efficiency of our parking facilities. For example, in quiet periods, we temporarily close off parking decks until the number of available spaces on the decks in use reach a certain minimum. We can do this simply by placing traffic cones in the entrance.

We report greenhouse gas (GHG) emissions according to the GHG Protocol. This means we report on scope 1, 2 and 3.

Emissions

Q-Park wants to contribute to lowering CO₂ emissions as this contributes to the general quality of life, and that in urban areas in particular.

Results

In 2019 we reduced our carbon footprint per parking space in owned and long-leased parking facilities by 12% compared to 2018. This further reduction can be attributed to our LED programme and operational measures designed to increase overall efficiency.

Chart 15: CO₂ emissions (kg) per parking space per type of structure

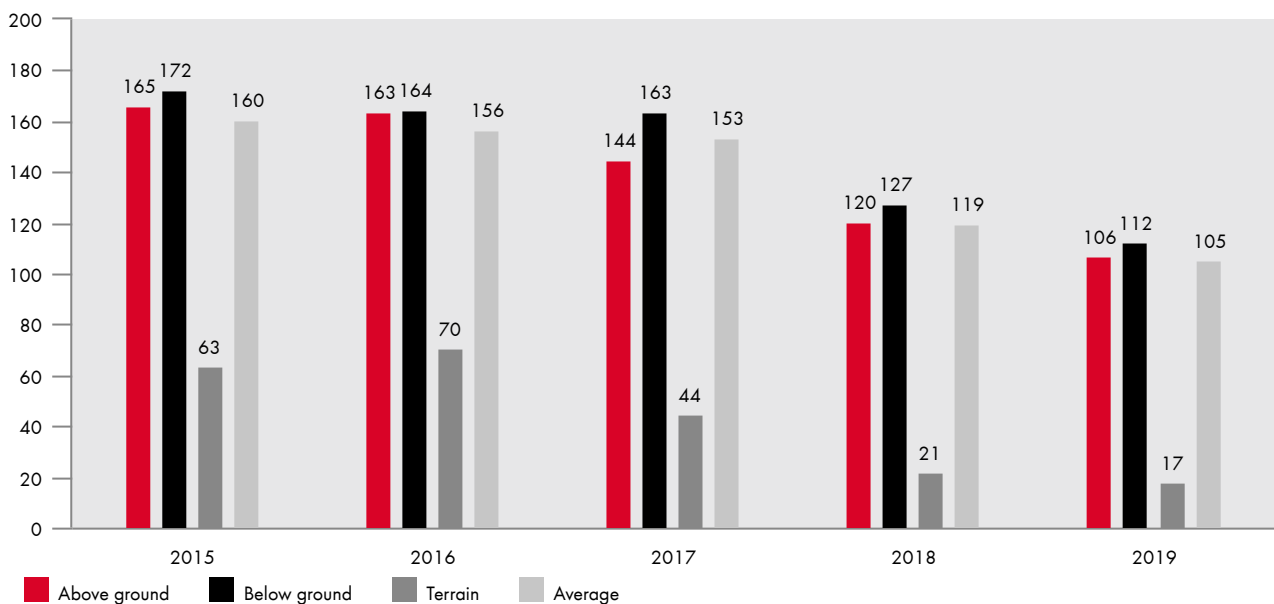
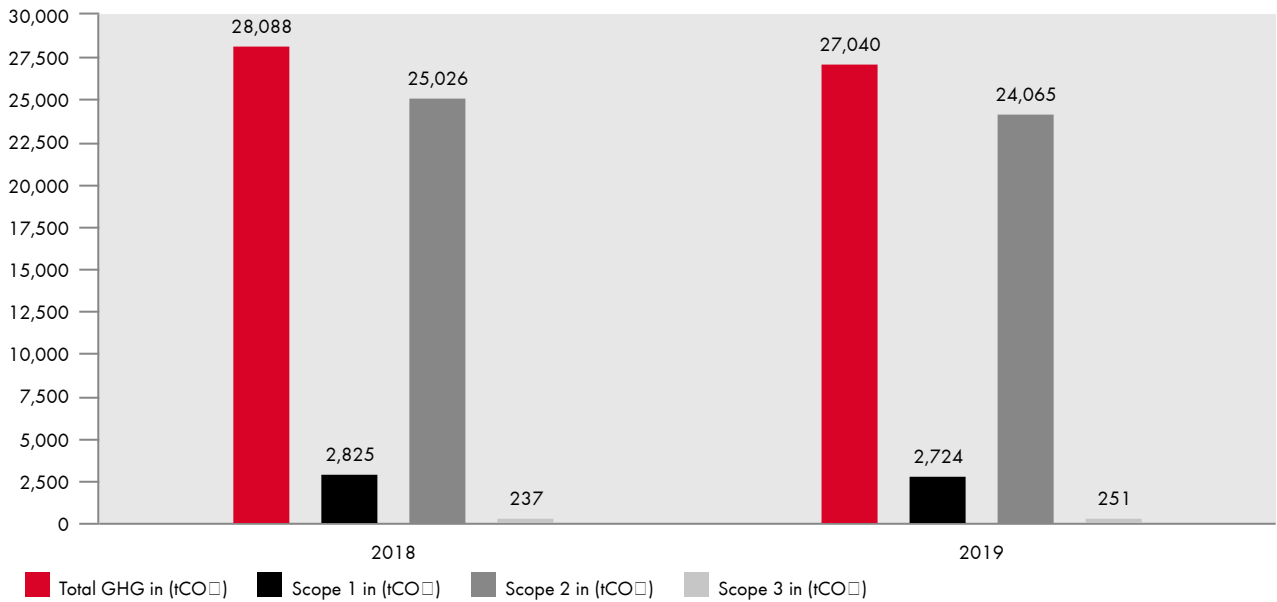


Chart 16: Total greenhouse gas emissions (GHG) in tons CO₂



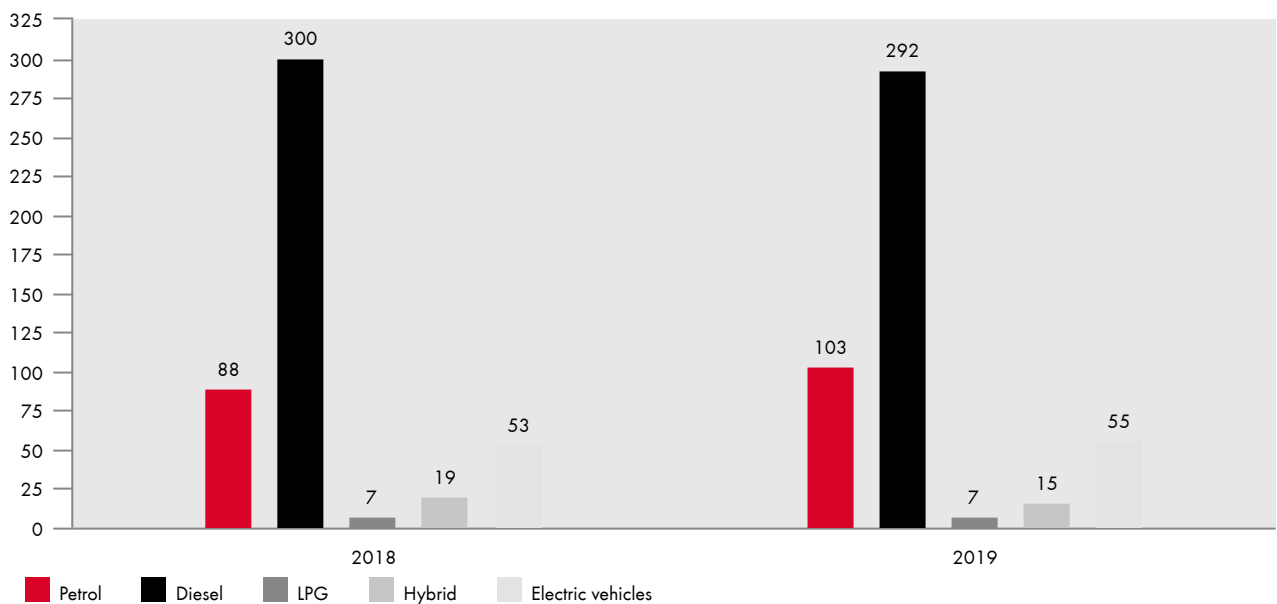
Our car fleet

Our car fleet is slowly changing as we replace diesel cars at the end of their useful life span.

Results

In 2019 we shed another 8 diesel cars as their lease contracts expired and added 2 all electric vehicles to our fleet bringing the total to 55 e-cars.

Chart 17: Car fleet



Energy efficiency

Q-Park is a large consumer of electricity, both for lighting and operational equipment, as well as for charging electric cars. We have an energy-saving programme in place to implement measures for reducing energy consumption.

The Q-Park energy-saving programme is demonstrating clear benefits – in financial terms as well as in our environmental impact. We procure our energy on a larger scale by means of a central purchasing policy and have operational action plans to consume fewer kWh ourselves.

Furthermore, towards the end of 2019, renovation of the Veerkaden parking facility in the Netherlands was complete. This is the first 100% energy-neutral car park. The transformation means that the parking facility is sustainable and future-proof for all its energy needs.

 [More about the 100% energy-neutral car park.](#)

Results

In 2019 the total amount of energy, measured in GWh, that we consumed in our owned and long-leased parking facilities (OLL PFs) decreased by 2%.

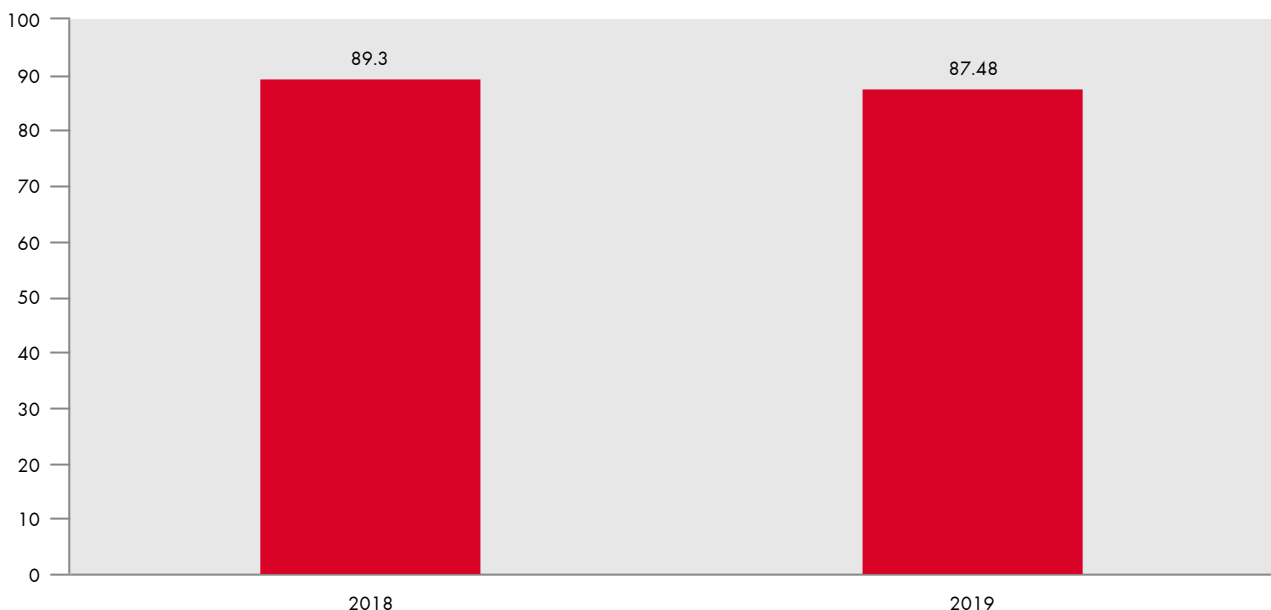
LED transformation

In 2019 Q-Park completed its LED transformation project to accelerate the transformation to energy-efficient LED lighting in selected parking facilities. It's thought to be the largest project of its kind in Europe.

We required durable, consistent quality lighting with a long warranty of at least 10 years on every lighting product we use and we've specified differing lighting levels for different purposes in the various areas within a parking facility to meet or exceed statutory requirements as follows:

- | 85 lux - parking spaces, driving aisles
- | 100 lux - staircases, lift lobbies, toilets
- | 200 lux - parking equipment areas
- | 300 lux - payment areas
- | 75 lux (night time) and 300 lux (day time) - transition light at car access and exit areas

Chart 18: Total GWh consumed by OLL PFs



to allow motorists time to adjust their eyes to differences in light levels

- | Kelvin light colour temperature - 4,000K

Measurable reductions - example

Berlin-Alexanderplatz

- | Re-engineering installed in June 2019
- | Average reduction in kWh consumption 42%
- | Average reduction in EUR costs to date 53%
- | Carbon footprint reduction 25%

Our measurable results clearly show that investing in energy-saving lighting solutions makes sense. Not just for shareholders but all stakeholders, including the societies in which we operate.

 [More measurable reduction examples.](#)

Phase II

We have identified a **further 93 parking facilities** for our LED transformation **Phase II** to be analysed. The final list for implementation by year end 2020 will be based on underlying business cases. We realise that these sites will have a longer pay-back time but the potential savings are still interesting enough for us to invest even more in LED lighting.

Figure 19: LED example kWh reduction

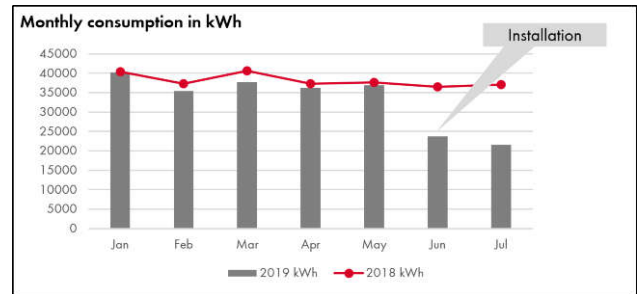


Figure 20: LED example cost reduction

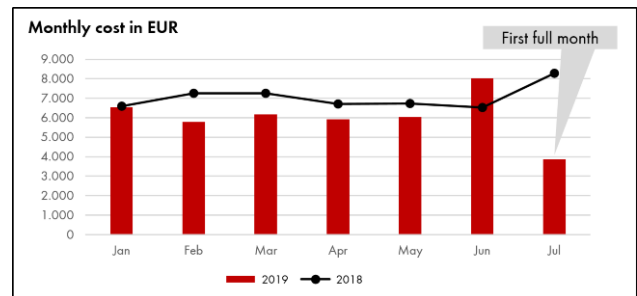


Figure 21: LED example before redesign



Figure 22: LED example after redesign



Results

At the close of 2019, another 169 of our parking facilities were fitted with energy-saving LED lighting (2018 and 2017 combined: 59). In the seven countries in which we operate, we have fitted more than 300 of our parking facilities with energy-saving lighting solutions, of which 228 with LED lighting.

We've done a thorough analysis on the 169 LED installations in 2019, comparing the difference between the 2018 pre-installation kWh data and the 2019 post-installation kWh data. Overall, we have achieved a 35% saving on electricity consumption.

From 2020 onwards, we expect to save at least 15 GWh per year, that is more than 4,241 tons of CO₂ emissions - just from having installed LED lighting.

 **LED - Proven energy efficiency.**

 **[Click here for our LED Showcase.](#)**

Parking products

Short-term parking

We serve about a million customers every day and most of them just take a parking ticket or use their bank card to access and exit our parking facilities.

Most customers visit us 2 to 4 times a month which makes it very convenient for them to use services without

having to register or log in. They can come and go as they please, knowing that their car is parked safely near a location where they want to be.

Results

In 2019, of our total parking revenue 77.7%, EUR 479.0 million (in 2018 EUR 475.5 million) was derived from short-term parking.

Long-term parking

We offer a wide variety of long-term parking options in the form of season tickets for our customers who park with us frequently and who are looking for a more economic and convenient parking solution.

- | Nights + Weekend products for residents.
- | Office solutions for employees.
- | Retailers may want a 6x24 hours solution.

We have added more flexible options for short periods and season tickets. We offer season tickets for a month or quarter for customers wanting greater flexibility.

Results

In 2019, of our total parking revenue 22.3%, EUR 137.3 million (2018 EUR 126.5 million) was generated from season ticket sales.

Pre-booking

We offer pre-booking services for our customers via our own sales channels, the country websites. We have various customer value propositions (CVP) available

Table 1: kWh & CO₂ savings

Country	PFs	Actual % kWh reduction	Monthly kWh savings	Emission factor (kg CO ₂ e/kWh)	Monthly CO ₂ savings (in kg)
NL	51	34%	541,464	0.399	216,017
DE	19	25%	72,384	0.472	34,152
BE	17	43%	135,169	0.189	25,602
UK	27	23%	105,560	0.256	26,981
FR	38	42%	341,314	0.059	20,015
IE	6	39%	30,896	0.419	12,953
DK	11	31%	60,589	0.293	17,755
Total	169	35%	1,287,377		353,476