

---

# CONTENTS

<b>ABOUT Q-PARK</b>	4
Review of business	4
Profile	6
Quality in parking	7
Notable projects in 2018	8
Future outlook	14
<b>STRATEGY</b>	16
Sustainable development goals	16
How we create value	18
Materiality analysis	19
CSR strategy	20
<b>RESULTS</b>	23
Performance highlights	23
Value Creation	25
Value Capturing	36
Value Sharing	47
Value Retention	54
<b>OTHER INFORMATION</b>	63
Supply chain	64
Governance, policies and codes	65
Risk management	66
What we can do better	73
<b>OVERVIEWS</b>	74
GRI Content Index	74
Stakeholders	80
<b>GLOSSARY</b>	84

## GOVERNANCE, POLICIES AND CODES

All static information regarding Q-Park governance, policies and codes can be found on our corporate website as this information does not depend on the reporting year.

 [Click here for our Corporate governance.](#)

 [Click here for our Integrity Policy.](#)

 [Click here for our CSR Code.](#)

### Changes in CSR reporting

Based on strategic considerations, on 30 April 2019 the Company disposed of its operations in the Nordic countries: Sweden, Norway and Finland. Following the disposal, the 2018 results were not comparable with those reported for 2019. We have therefore adjusted all data for 2018 to enable us to compare figures for these two years.

### We value your feedback

We value your feedback on our CSR Report 2019 as this will help us to further improve its quality. Should you have any questions or comments, please send them in an e-mail to [cmc@q-park.com](mailto:cmc@q-park.com).

Figure 33: Governance, policies and codes

