
CONTENTS

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

Parking company P1 acquired

In September 2019 Q-Park acquired 100% of the shares of P1, a family-owned parking company operating and managing parking facilities in the Netherlands.

This acquisition has added volume to the Q-Park portfolio and has strengthened our position in major cities in the Netherlands including Eindhoven, Utrecht, The Hague and Amsterdam.

At the time of the acquisition, Vladan Jankovic, Managing Director of P1 said he was pleased to have found a parking operator with a quality profile and similar vision.

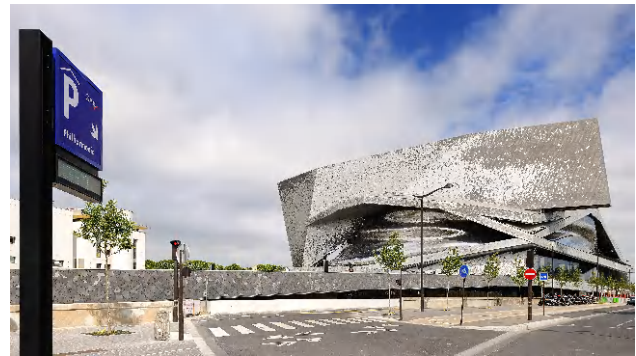
Figure 3: P1 acquisition in the Netherlands



Onderdeel van **Q-PARK**

Q-Park sees this as an opportunity to optimise service in the Dutch market and to engage with public and private stakeholders to build smart mobility solutions which will help keep Dutch cities accessible, liveable and economically viable.

Philharmonie, Paris



The Philharmonie concert hall is a modern structure ideally located to enjoy the Parc de la Villette with its many attractions including the Zenith. Its highly original architecture – which conceals all its corners both above and below ground – presented new challenges for Q-Park when designing the parking spaces, entrances and exits.

The result reaffirms Q-Park's track record in the design and management of car parks around the most iconic cultural sites, and our desire to participate in projects of high technical and architectural significance.

Q-Park signature features were incorporated and adapted to meet the requirements of the building, with special attention being paid to routing, signposting and house style colours. Motorists now benefit from:

- | One-way traffic
- | Effective illuminated signage
- | Optimised guidance system to spaces
- | Multiple barriers (2 for entry and 3 for exit)
- | Smooth traffic flow in the car park and on the streets
- | Two pedestrian entrances at street level

The facility has space for 564 cars (including 16 places for PRMs) and 90 motorcycles, spread over two underground floors. It offers direct access to the concert halls and is close to public transport connections (metro, bus and tram).