CONTENTS

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

Four quadrants

The model is based on four value quadrants:

- Value creation
- Value capturing
- Value sharing
- Value retention

Q-Park Liveability Model

In the following sections we report on our performance and explain how we create value per critical success factor (CSF) and key performance indicator (KPI) in each quadrant. We report our results over 2019 compared to 2018 where we have the data available.

The sunburst chart is interactive. To read about a particular CSF or KPI and see our results, click a segment in the Liveability Model to jump directly to that part of the report. This feature is only available in the online version.

