
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

NOTABLE PROJECTS IN 2018

Handelsbeurs



Photo courtesy Denys website

Q-Park excels in collaboration projects and the restored Handelsbeurs in Antwerp is an excellent example. In conjunction with architect eld, restoration specialists Origin and contractor Denys, in September 2019 Q-Park opened a modern 300-space car park in the centre of Antwerp

The parking facility includes many of Q-Park's signature features on which the company has built its reputation for quality and convenience.

Pre-booking & Event management

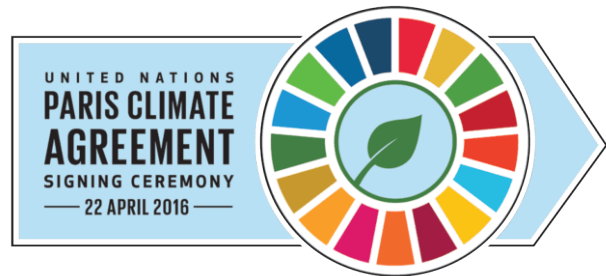
This parking facility is equipped with Q-Park PlatePay, our proprietary solution which allows customers to access and exit parking facilities with their number plate. Customers can pre-book a parking space online and choose from a variety of parking propositions: for meetings, leisure or events.

Event organisers, offices and leisure providers please note: **Q-Park PlatePay** enables you to create bespoke solutions tailored to specific target audiences, needs and requirements.

 [More about the Handelsbeurs.](#)

Veerkaden – 100% energy neutral

The upgrade and transformation of the Veerkaden parking facility was completed in Q4 2019.



The transformation into an energy-neutral parking facility will help Q-Park reduce its overall CO₂ per parking space and contributes to meeting the Paris 2016 UN climate change commitments, the Energy Efficiency Directive (EED) from which the ISO 50001 energy management standard is derived. Q-Park Netherlands and Q-Park Germany both have multisite ISO 50001 certificates.

Veerkaden required substantial renovation to bring it in line with Q-Park's updated functional quality standards and to meet changing requirements regarding energy consumption, e-charging and CO₂ footprint.

Q-Park took this opportunity to not only refurbish the visible and aesthetic aspects of the car park, but to go much further and equip the parking facility with the means to be self-sufficient for energy. Government subsidy was available for this extensive project, meaning the investment is expected to pay for itself within 7 years, about half the usual return on investment period.

To achieve energy self-sufficiency, the renovation included:

- | PV panels
- | Nilar EC Batteries
- | DC LED lighting
- | Smart energy hub