
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

RESULTS

PERFORMANCE HIGHLIGHTS

	2018	2019
General information		
Total Parking Facilities (PFs)	≈ 2,500	2,556
Owned, Concession + Long-Leased (O+LL) PFs	635	688
Short-Leased PFs	180	172
Managed PFs	138	151
Total Parking Spaces (PSs)	≈ 454,000	547,481
O+LL PSs	281,801	282,008
Short-leased PSs	44,297	36,161
Managed PSs	71,216	150,668
O+LL PFs (kWh measured)	547	544
O+LL PSs (kWh measured)	208,708	226,773
Financial information		
Adjusted net revenue (x EUR million)	652.8	674.0
Adjusted net result (x EUR million)	204.5	223.6
Cash flow (x EUR million)	-34.7	220.8
Total of capital investment (x EUR million)	109.0	147.2
Net revenue from parking activities (x EUR million)	602.0	616.3
Net revenue from short-term parking (x EUR million)	475.5	479.0
Net revenue from long-term parking (x EUR million)	126.5	137.3
Non-financial information		
Average carbon footprint (kg CO ₂) per parking spaces	119	105
GWh consumed by O+LL PFs	89.3	87.5
Total GHG (tCO ₂)	28,088	27,040
Scope 1 (tCO ₂)	2,825	2,724
Scope 2 (tCO ₂)	25,026	24,065
Scope 3 (tCO ₂)	237	251
Car fleet e-cars	53	55
Car fleet diesels	300	292
E-charging stations	586	1,008
Employees	1,562	1,503
Employees receiving regular general training	860	1,070

	2018	2019
Employee training hours (average per year)	21.4	20.9
Health & Safety number of incidents	49	57
Health & Safety number of lost days	917	743
Total PFs offering 24/7 service	962	1,011
Total PFs offering online information	729	789
Total PFs offering e-charging stations	115	217
Total PFs offering online pre-booking services		221
Total PFs dedicated to hospital parking	51	52
O+LL PFs with disabled parking spaces	424	445
O+LL PFs underground	349	383
O+LL PFs with elevators	284	370
O+LL PFs with energy-saving LED lighting	59	228
O+LL PFs with CCTV	250	285
O+LL PFs near public transport hub	110	160
O+LL PFs offering car sharing schemes	32	32
O+LL PFs with bicycle parking	11	94
Strategic cities with five or more PFs	58	119
Total PSs dedicated to PRMs	2,144	2,309
Total POIs listed online (excl. FR)	653	734
Development PaSS Platform	yes	yes
Development Compliance Programme	yes	yes
Development LED Transformation Project	yes	yes
Strategic Thought Leader / Expertise Programme	yes	yes
Strategic Q-Park Liveability Model	yes	
Implemented PlatePay in Belgium		yes
Implemented Event parking in the Netherlands		yes