
CONTENTS

| | |
|---------------------------------|----|
| ABOUT Q-PARK | 5 |
| Review of business | 6 |
| Profile | 9 |
| Quality in parking | 10 |
| Notable projects in 2018 | 12 |
| STRATEGY | 19 |
| Sustainable development goals | 20 |
| GHG Reporting | 22 |
| How we create value | 23 |
| Materiality analysis | 24 |
| Redefined CSR strategy | 27 |
| Risk management | 30 |
| RESULTS | 36 |
| Performance highlights | 36 |
| Value Creation | 39 |
| Value Capturing | 49 |
| Value Sharing | 62 |
| Value Retention | 70 |
| OTHER INFORMATION | 79 |
| Governance, policies, and codes | 80 |
| What we can do better | 81 |
| Future outlook | 82 |
| OVERVIEWS | 83 |
| General information | 83 |
| Stakeholders | 88 |
| GLOSSARY | 92 |