ABOUT Q-PARK STRATEGY RESULTS OTHER INFORMATION OVERVIEWS

CONTENTS

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