

---

# CONTENTS

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

Once complete, Quatermile will contain over 1,000 apartments, 30,000 square metres of grade A office accommodation, 10,000 m<sup>2</sup> of retail and leisure space and seven acres of open landscaping.

Q-Park has grasped this opportunity to gain a long-term position in Edinburgh and Quatermile forms part of Q-Park’s strategic objective to grow the business in key cities.

## Venlo

In 2018, Q-Park acquired three parking facilities from the municipality in Venlo: Nolensplein, Maaswaard and Roermondsepoort. This acquisition is part of a broader collaboration to create a welcoming and easily accessible city centre.

The three locations comprise some 1,600 parking spaces and will be upgraded to meet Q-Park’s high standards. The make-over will include new barrier and payment machines, digital information boards

at the entrance, and new payment options including contactless payments.

Given the age of the Roermondsepoort parking facility, in the longer term, Q-Park expects this will be rebuilt when the shopping centre at this location is redeveloped. But as accessibility and hospitality are paramount, rebuilding work will only commence when another new parking facility, Arsenaal, has opened its gates to welcome motorists.

### Mobility partner

These three parking facilities and the two facilities Q-Park already operates in Venlo (Maasboulevard and P+R Stationsplein) mean that Q-Park is in a much better position to assist the municipality in the role of mobility partner, thus better serving residents, businesses and Venlo’s many visitors.

Figure 6: Venlo - digital information board

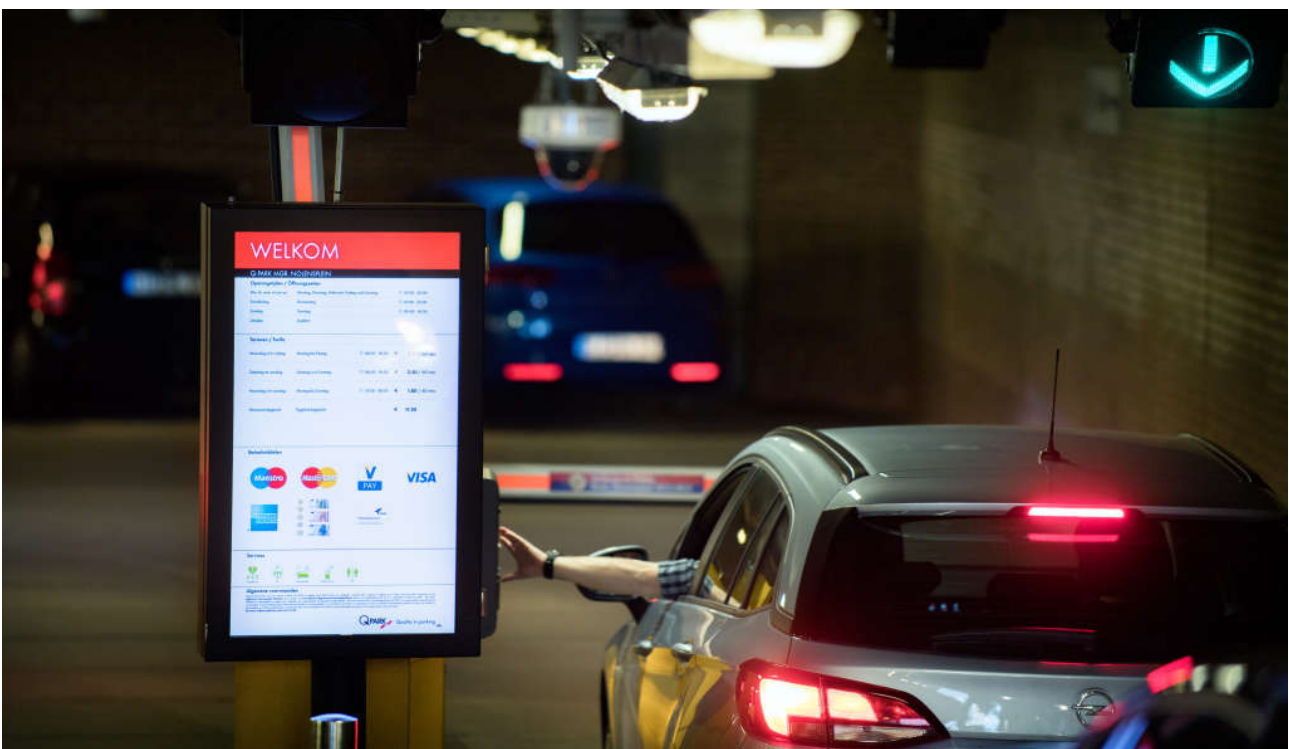


Figure 7: Venlo - Centrum Maasboulevard signage



