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

ABOUT Q-PARK STRATEGY RESULTS OTHER INFORMATION OVERVIEWS

Four quadrants

The model is based on four value quadrants;

- Value creation
- Value capturing
- Value sharing
- Value retention

Q-Park Liveability Model

In the following sections we report on our performance and explain how we create value per critical success factor (CSF) and key performance indicator (KPI) in each quadrant. We also show our results for a KPI where we have the data available.

The sunburst chart is interactive. To read about a particular CSF or KPI and see our results, click a segment in the Liveability Model to jump directly to that part of the report. This feature is only available in the online version.

