

CSR REPORT 2018



**We
Develop
Quality**

**We are passionate
about space for people!**

RESULTS

PERFORMANCE HIGHLIGHTS

	2016	2017	2018
General information			
Owned, Concession + Long-Leased (O+LL) PFs	604	676	770
Short-Leased PFs	2,765	3,410	2,120
Managed PFs	179	841	535
O+LL parking spaces (kWh measured)	187,637	197,899	221,841
O+LL parking facilities (kWh measured)	393	561	547
Financial information			
Net revenue (x EUR million)	825.0	854.5	877.9
Net result (x EUR million)	194.9	261.5	277.5
Cash flow from operating activities (x EUR million)	128.9	110.6	249.3
Total of capital investment (x EUR million)	58.9	64.7	110.1
Net revenue from parking activities (x EUR million)			787.9
Net revenue from short-term parking (x EUR million)			593.6
Net revenue from long-term parking (x EUR million)			194.3
Non-financial information			
Average carbon footprint (kg CO ₂) per parking spaces	149	144	113
GWh consumed by O+LL PFs	97.5	98.0	96.4
Total GHG (tCO ₂)	31,914	32,205	29,892
Scope 1 (tCO ₂)	3,274	3,062	4,158
Scope 2 (tCO ₂)	28,274	28,740	25,461
Scope 3 (tCO ₂)	366	403	280
Car fleet e-cars	57	70	71
Car fleet diesels	480	468	448
E-charging stations	825	1,117	1,322
Employees	2,507	2,521	2,378
Employees receiving regular general training	1,660	1,574	1,406
Employee training hours (average per year)	15.3	15.4	17.2
Health & Safety number of incidents	151	219	158
Health & Safety number of lost days	1,835	1,522	1,002

	2016	2017	2018
Total PFs offering 24/7 service			3,425
Total PFs offering online information			1,861
Total PFs offering onsite services information			1,612
Total PFs offering online pre-booking services			385
Total PFs dedicated to hospital parking			63
O+LL PFs with disabled parking spaces			472
O+LL PFs underground			427
O+LL PFs with elevators			352
O+LL PFs in energy-saving LED project			260
O+LL PFs with CCTV			259
O+LL PFs with e-charging stations			130
O+LL PFs near public transport hub			119
O+LL PFs offering car sharing schemes			36
O+LL PFs with bicycle parking			16
Strategic cities with five or more PFs			58
Total PSs dedicated to PRMs (excl. BE, DK, NL, NO, SE)			2,421
Total POIs listed online (excl. FR)			1,333
Developed strategic PaSS Platform			yes
Developed strategic Q-Park Liveability Model			yes
Developed strategic Compliance Programme			yes
Developed strategic Thought Leader / Expertise Programme			yes
Developed strategic LED Transformation Project			yes

VALUE CREATION



Accessibility

City centres

Parking facilities have a positive impact on the quality of life in urban areas and in large cities in particular. After all, a city is more attractive if there are fewer cars on the streets. With our parking facilities and services, we contribute to the accessibility of vital functions, such as public transport hubs, train stations, airports and Park + Ride nodes in particular, as well as local government offices, hospitals, schools and universities, points of interests as well as shopping centres.

Reducing traffic searching for a place to park saves time and has a positive impact on air quality in the city. And when cars and bicycles park underground, this frees up the public space for greenery and other purposes. All this means we have an indirect influence on the well-being of people.

We work together with municipalities to establish fair parking tariffs that contribute to the quality of life in urban areas. It is in the interest of municipalities, as well as Q-Park, to tune parking tariffs for different facilities and distances, such as parking on-street or in parking facilities, and in the city centre or at the outskirts of the city.

By engaging municipalities in dialogue on these matters, we want to use our expertise to make a contribution to the accessibility and sustainability of cities. We actively seek collaboration with local governments, so that regulated and paid parking become an integral part of urban mobility.

At Q-Park we endeavour to provide a range of parking solutions for easy access to city destinations. These can be at Park+Ride, inner ring, or city centre locations.