ANNUAL CSR REPORT 2022

We Develop Quality

Urban liveability

QPARK Quality in parking

OUR PRODUCTS AND SERVICES

Contract types

We deploy a variety of contract types to capture value for our stakeholders.

▌ We capture value for public and private landlords by offering a range of contract types and value propositions.

▌ We operate parking facilities that we own, have in concession, lease, or have under a management contract.

▌ We also have control fee contracts in our portfolio, ensuring that parking capacity is used according to set rules and regulations.

We have over 2,000 control fee contracts, serving more than 100,000 parking spaces which are regulated under private property rights and controlled by our parking attendants.

Results

The following table shows the numbers of parking facilities (PFs) and parking spaces (PSs) in the most important contract forms. Acquisition efforts in 2022 have expanded our portfolio by about 5%.

Strategic locations

We capture value through our portfolio of purpose-built and off-street parking facilities (PFs) at strategic locations: in or near multifunctional inner-city areas, at public transport interchanges, and at hospitals.

In cities where we operate five or more car parks, we become a highly efficient parking operator and profound mobility partner. We can then engage in meaningful dialogue with other parking and mobility partners, including:

▌ providers of parking route information systems;

▌ urban planners on capacity and routing traffic;

▌ landlords to efficiently operate their car parks;

▌ shared mobility and public transport providers;

▌ parking tariff policy makers.

With our integrated and connected expertise, municipalities can take multiple measures to:

▌ reduce traffic searching for a place to park;

▌ improve air quality and reduce emissions;

▌ provide for sufficient parking capacity and proper usage, both on and off-street;

▌ create a more liveable urban environment.

Results

We have 51 cities with five or more PFs.

Table 1: Q-Park portfolio in contract types

	2020	2021	2022
Total Parking Facilities (PFs)	3,076	3,308	3,460
Owned, Concession + Long-Leased (O+LL) PFs	689	710	719
Short-Leased PFs	107	90	102
Managed PFs	209	283	286
	2020	**2021**	**2022**
Total Parking Spaces (PSs)	571,166	649,189	677,979
O+LL PSs	286,870	291,920	317,120
Short-leased PSs	36,873	33,974	29,335
Managed PSs	148,315	217,797	221,901

Services

24/7 availability

Most parking facilities are open 24/7 for motorists to park and retrieve their car.

That's why we offer an international help desk, the Q-Park Control Room (QCR), to motorists which is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts. They provide help and support with queries relating to the payment system, wayfinding or to accessing or exiting the parking facility.
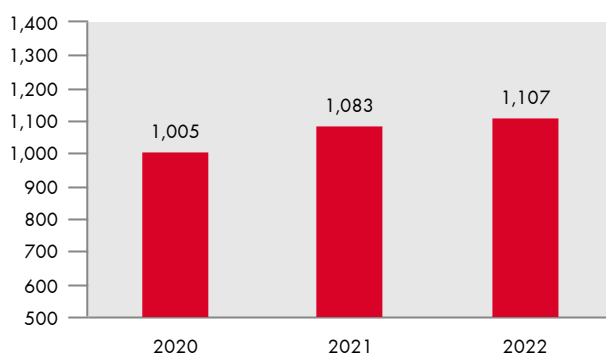
The QCR is in contact with Parking Hosts and Mobile Teams in the vicinity of the parking facility. If a customer needs assistance that cannot be given remotely, the QCR will dispatch a Parking Host to assist at the location itself.

For mechanical problems, the service department and service technicians can be called in to help.

For each parking facility, we monitor the percentage of calls to the QCR against the number of vehicles entering the car park. If the percentage is higher than expected, we will investigate the reasons and take appropriate action so we can optimise customer satisfaction.

Results

Chart 8: Parking facilities offering 24/7 service

Support services

Our aim is to foster mobility and enable access to essential urban functions in conjunction with sustainability concerns.

Figure 10: Variety of support services

Our AEDs are located at a secure yet accessible place so they can be used by trained volunteers or medical personnel.

Toilet services are either present in the car park or there is clear signage directing people to the nearest toilets.

Parking Hosts and Mobile Teams have access to jump leads, to help customers who find themselves with a flat battery.

We use closed-circuit television (CCTV) for security purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

More about our CCTV code.