## TABLE OF CONTENTS

ABOUT Q-PARK	4
l Performance highlights	5
l Key figures	6
Message from the board	8
l Profile	11
Quality in parking	13
STRATEGY	17
Value creation	19
Materiality analysis	20
l Trend analysis	30
l Risk management	38
RESULTS	46
l Sustainable value	47
l Six capitals	49
What we can do better	78
Looking ahead	80
POLICY	82
CSR Policy	83
Governance	84
Accounting framework	85
We value your feedback	87
OVERVIEWS	88
Performance indicators	89
l Stakeholders	106
Codes & standards	110
GLOSSARY	112