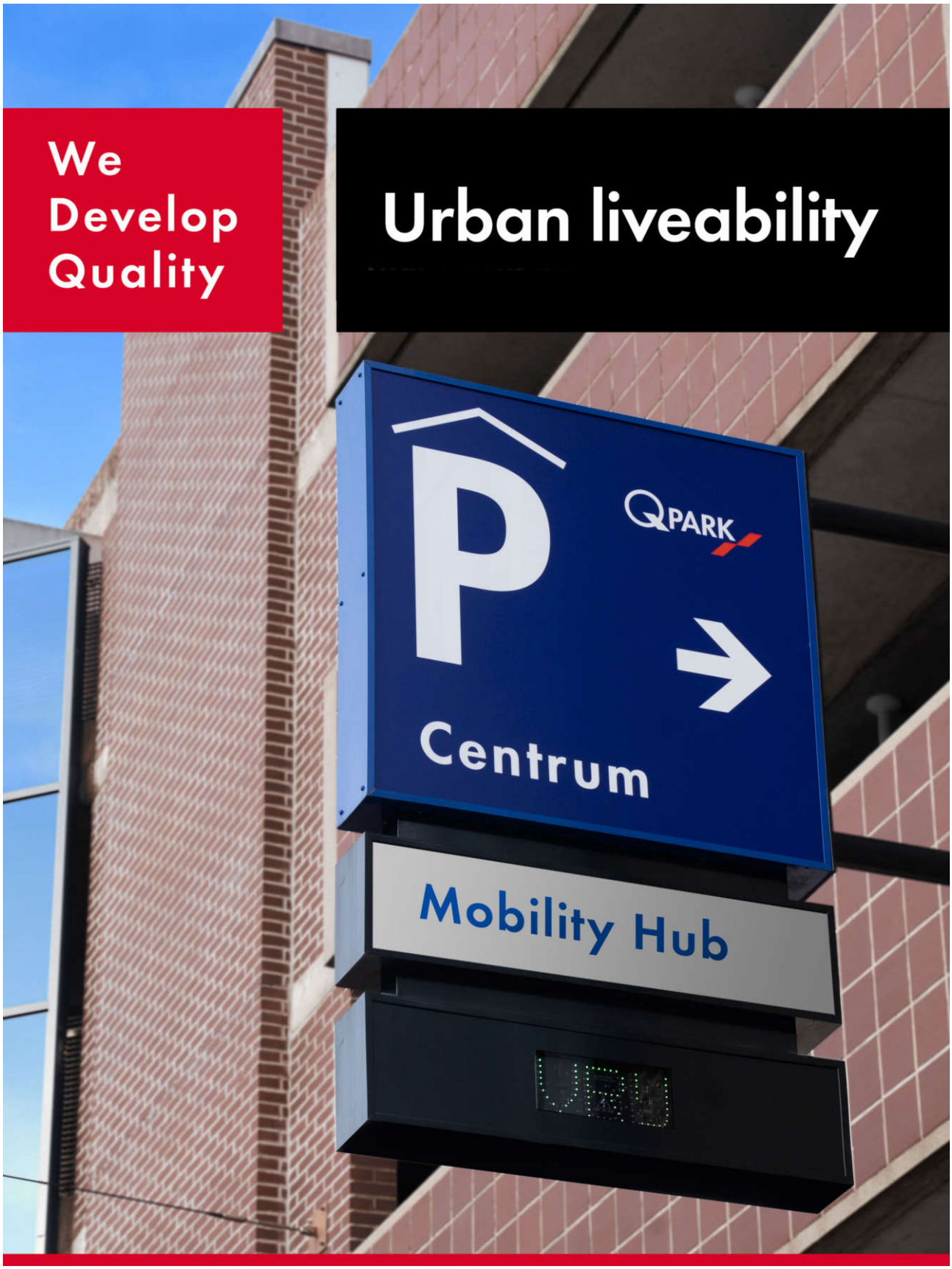
ANNUAL CSR REPORT 2024



QPARK Quality in parking

REVIEW OF ACTIVITIES

St Antonius Hospital

On Sunday evening 26 May 2024, the ramps of the Q-Park St. Antonius Hospital car park in Nieuwegein, the Netherlands, collapsed. After intensive investigation with search dogs and drones in the parking facility, it was quickly determined that there were no casualties, and the Dutch Safety Board (OVV) started an exploratory investigation into the cause of the incident.

Quick support for motorists

Most of the cars trapped in the car park belonged to hospital staff, who needed their cars to travel to and from work. Q-Park (operator), Primevest (owner) and the Hospital arranged replacement vehicles for the 143 cars trapped in the car park.

To minimise inconvenience for patients and visitors, alternative parking at nearby car parks as well as shuttle buses to and from the hospital were arranged.

About three weeks after the incident, the first cars were removed from the car park. These had been parked on the ground floor in an area that had been declared safe.

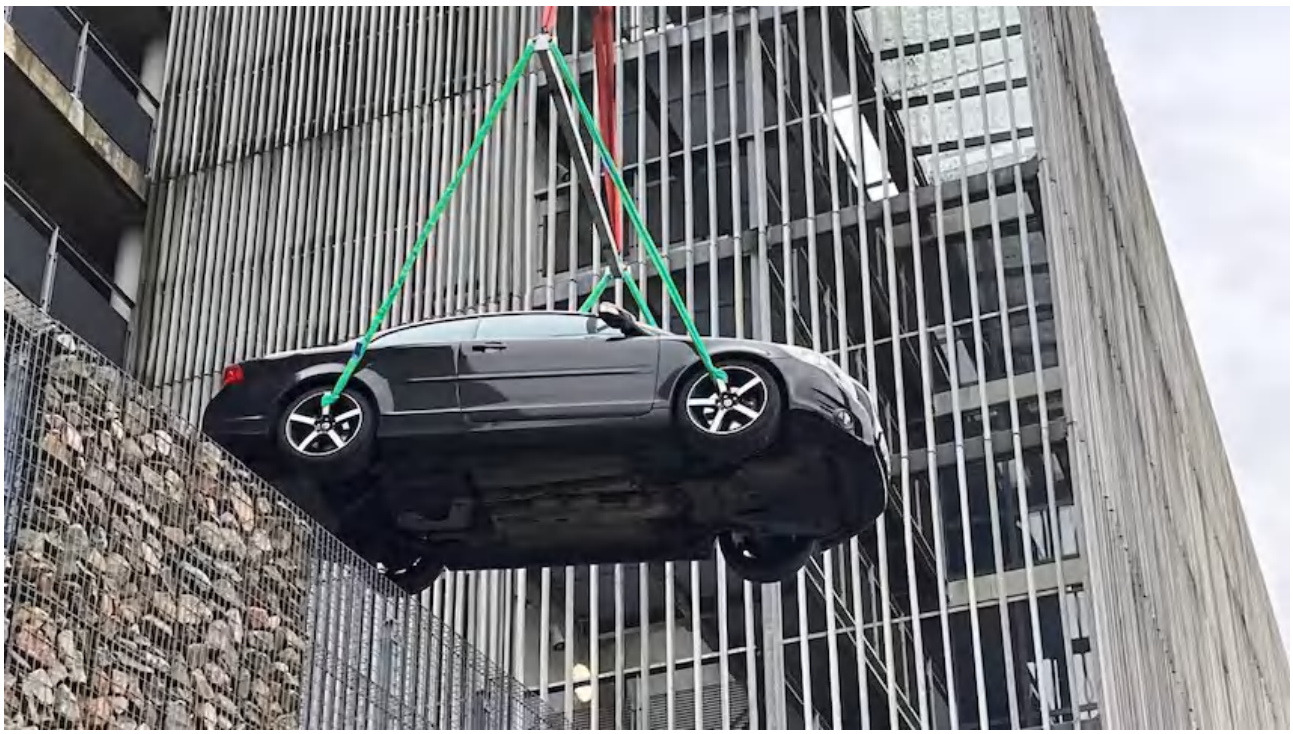
About eight weeks after the incident, salvage workers hoisted more than 120 cars from the upper parking decks of the hospital car park that had been declared safe.

A few cars remained trapped in the structure as these were parked near the collapsed ramps and covered in debris.

All parties involved are diligently conducting their research and demolition plans, ensuring that the next steps are executed safely and responsibly, prioritising the well-being of people, the building, and its surroundings.

The car park remains closed till further notice.

Figure 3: Cars being hoisted from the car park



Awards

Q-Park's commitment to quality and innovation continues to shine. In 2024, Q-Park UK, Q-Park Ireland and Q-Park Netherlands were nominated for and/or received various awards.

Awards won

Q-Park UK: Smart Parking Award

CiTTI, the City Transport & Traffic Innovation Magazine, awarded their 2024 Facilities and Infrastructure Smart Parking Award to Q-Park UK.

The award recognises and celebrates innovation and ongoing efforts by public and private sector organisations in facilitating safe, efficient and environmentally-friendly transport of people, goods and materials through urban environments in the UK.

The Smart Parking category recognises intelligent approaches to planning and managing parking, as well as advances in systems used to manage parking. This includes 'joined-up' or lateral thinking which delivers solutions for on-street and off-street needs, as well as innovations in hardware, devices or wider systems that enhance parking management efficiency and customer experience.

Q-Park was nominated for the award for PaSS, its Parking as a Smart Service automatic number plate recognition (ANPR) system. PaSS is an evolutionary innovation which combines ANPR technology with digital payment solutions, a Quick Response code (QR code), Q-Park's proprietary Back-Office Calculation (BOC) and Parking Management Systems (PMSs) at car park access and exit points.

Q-Park NL: Dutch Shopping Award

Q-Park Netherlands received the Dutch Shopping Award prize for its digital transformation of parking. These Shopping Awards are the most important awards for retail and e-commerce in the Netherlands. In selecting Q-Park, the jury of professionals commended the organisation saying: "The winner has been bold to do things completely differently."

Figure 4: Dutch team wins Shopping Award



Q-Park won the award for its digital transformation of the traditional parking world. Q-Park started developing its innovative parking management technology: 'Parking as a Smart Service', also known as PaSS in 2018.

The platform uses existing hardware in the parking facilities, such as entry and exit barriers. The innovation includes ANPR and smart software which manages access, charging and reporting in Q-Park's proprietary cloud environment. This platform enables a uniform customer journey in the Netherlands and throughout Europe.