

We
Develop
Quality

Urban liveability

STAKEHOLDERS

Q-Park has a large number of stakeholders. The following overview shows how we engage with and involve our key stakeholders in our policy.

| <i>Stakeholders</i> | <i>Requirements</i> | <i>Activities</i> | <i>Resources</i> |
|---|---|---|--|
| Capital market - Shareholders - Banks ¹ | Benchmarking | Strategy, policy, risk management, and calculating financial results | General meeting of shareholders, meetings with banks |
| | Financial health and insensitivity to risks | Relationship between financial and sustainability reporting | Website, press releases, annual reports |
| | Innovation, research, and development | Reporting according to guidelines, as basis for comparison with other organisations | Compliance programme |
| | Transparency and communication | Reputation management | Relationship management |
| | Good reputation | Compliance with legislation and interpretation of responsibilities | Integrity Policy |
| | Ethical operating activities and compliance | Information over consequences of investments and divestments | CSR Code |
| | Privacy and data security | Information over future opportunities and product innovations | |
| | Clarity about the relationship between financial and sustainability reporting | | |
| Customers - Private - Business ² | Fair competition and prices | Quality management | Website, press releases, annual reports |
| | Accessible parking facilities | Information regarding liability | Compliance programme |
| | Security practices | Health and safety measures | Customer Service Desk |
| | Quality and good parking services | Product development and environmental management | Customer satisfaction surveys |
| | Privacy and data security | | Information at the location |
| | Good complaints processing | | |

¹ Interaction frequency: quarterly

² Interaction frequency: daily

| <i>Stakeholders</i> | <i>Requirements</i> | <i>Activities</i> | <i>Resources</i> |
|--|--|---|--|
| Employees - Existing - Future ¹ | Job security and correct remuneration Ethical business operations Safety and good working conditions Good reputation Diversity Transparency and communication | Inform about Q-Park's plans and intentions Work policy and HRM Health and safety measures and prevention of incidents, emergencies, and accidents Education and training Prevention of fraud and undesirable behaviour Risk and reputation management | Consultation between management and employees Performance and appraisal interviews Employee training Internal reputation and communication Employee satisfaction surveys Integrity Policy |
| Business partners - Suppliers - Commercial parties ² | Ethical business operations Partnerships Quality Chain responsibility Transparency and communication Innovation, research and development | Inform about Q-Park's plans and intentions Quality control and information about liability Health and safety measures Prevention of fraud and undesirable behaviour Production conditions (also in the chain) Product development and care for the environment Sharing 'best practices' Drafting standards Comply with voluntary agreements within sector | CSR Code Annual reports Negotiations Position papers and showcases Collaboration (on innovation) and consultation Integrity Policy Participate in knowledge platforms |

¹ Interaction frequency: daily

² Interaction frequency: monthly

| <i>Stakeholders</i> | | <i>Requirements</i> | | <i>Activities</i> | | <i>Resources</i> |
|---|--|----------------------------|--|-----------------------------|--|-------------------------|
| Municipalities | | Benchmarking | | Design and | | Website, press |
| - Local authorities | | Employment | | implementation of the | | releases, annual |
| - Communities ¹ | | Ethical operating | | policy | | reports |
| | | activities and | | Sharing 'best practices' | | Collaboration and |
| | | compliance | | Own regional initiatives | | consultation |
| | | Integration of transport | | Modify design of parking | | CSR Code |
| | | modes | | facilities to suit the | | Sponsoring and |
| | | Viable, accessible, and | | surroundings | | donations |
| | | economically | | Sustainable construction, | | |
| | | flourishing cities | | maintenance and | | |
| | | Cooperation and | | renovation | | |
| | | support for social | | Public-Private | | |
| | | projects | | Partnerships | | |
| Governments, politics and society as a whole | | Safe, healthy, pleasant | | Initiatives for sustainable | | Website, press |
| - National governments | | and social living | | urban mobility | | releases, annual |
| - EU | | environment | | Prevention and reduction | | reports |
| - International institutes ² | | Countering climate | | of damaging | | Consultation |
| | | change | | environmental impact | | groups |
| | | Economical use of raw | | Contribution to | | Integrity Policy |
| | | materials, energy and | | transparency of sector | | |
| | | water | | | | |
| | | Ethical business | | | | |
| | | operations | | | | |

¹ Interaction frequency: monthly

² Interaction frequency: at least once a year



GLOSSARY

AED

Automatic External Defibrillator, a resuscitation device

AGO

Average General Opinion

ANPR

Automatic Number Plate Recognition

API

Application Programming Interface

BOC

Back Office Calculation

CCTV

Closed-circuit television

CLA

Collective Labour Agreements

CO₂

Carbon dioxide: end product of complete combustion of hydrocarbons such as fossil fuels

CROW

The Dutch knowledge platform for infrastructure, traffic, transport and public space

CSFs

Critical Success Factors

CSR

Corporate Social Responsibility

CSSs

Customer Satisfaction Surveys

DMA

Disclosure on Management Approach

EPA

European Parking Association

ERM

Enterprise Risk Management

ESPA

European Standard Parking Award

EU

European Union

EV

Electric Vehicle

FTEs

Full-Time Equivalent - total number of employees recalculated to the full-time equivalent

GBN

Large company's network, part of MVO Nederland

GDPR

General Data Protection Regulation

GHG

Green House Gas emissions

GRI

Global Reporting Initiative; draws up worldwide guidelines for sustainability reporting

GSMs

Global System for Mobile Communications

ICT

Information and Communication Technology

ISO

International Organisation for Standardisation

KPIs

Key Performance Indicators

LED

Light Emitting Diode