

We  
Develop  
Quality

Urban liveability



# VALUE RETENTION



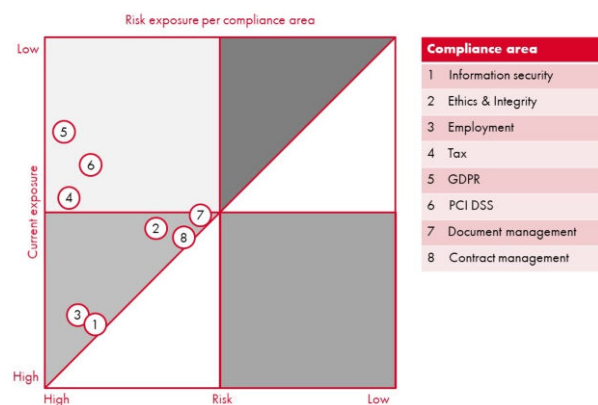
## Compliance

We aim to comply with national and European laws and regulations regarding our industry. Our risk management policy states that we are averse to the risk of non-compliance with relevant laws or regulations, and to non-compliance with our own codes, contractual agreements, and covenants.

In 2019 we continued to update our Compliance Programme. This included completing the analysis of our risks and further improvement of our risk management mechanisms throughout the organisation.

We had previously mapped our compliance areas in a risk matrix and defined improvement actions related to our high priority compliance areas. GDPR (EU General Data Protection Regulation), PCI DSS (Payment Card Industry Data Security Standard), ethics and integrity continue to be our high priority areas.

Figure 26: Map of compliance areas



## GDPR

Our GDPR team continues to monitor all aspects of the GDPR. Although GDPR is now in the operational phase, it still requires ongoing attention to ensure compliance with:

- I data retention periods and clean systems
- I data processor agreements at corporate and country level

In addition, we will continue our awareness and training programme regarding information security policies and guidelines.

### PCI DSS

PCI DSS is the worldwide Payment Card Industry Data Security Standard that was established to help businesses process card payments securely and reduce card fraud. Compliance with the standard is required from all organisations that handle branded credit cards from Visa, Mastercard and AMEX. PCI DSS is intended to protect sensitive cardholder data. Validation of compliance is performed annually.

Figure 27: PCI DSS compliant



Organisations that store and process credit card information must comply with PCI DSS guidelines, regardless of the size of the organisation and regardless of the number of transactions. The guidelines are widely defined and include detailed measures at both business and ICT levels. Policies, procedures and technical measures are all part of the package.

PCI DSS distinguishes between transactions (expressed in levels). The greater the number of transactions an organisation processes annually, the higher the level and the stricter the measures. These may vary from fines per incident to termination of the contract.

As cashless payments at parking facilities continue to increase, Q-Park relies considerably on card transactions. Compliance to these standards is therefore critical to our operations.

### Ethics and integrity

As a provider of high-calibre parking services, Q-Park considers compliance to high ethical and integrity standards very important.

In 2019, the Compliance Programme team continued work on the ethics and integrity project plan drawn up during the previous year. The Q-Park Integrity Policy was fully revised and a Trade Sanctions Policy was also drawn up. In the coming year the team will continue its work, culminating in a training and awareness programme to raise awareness of the importance of this compliance area and to make improvement actions sustainable.

 [Click here for our Integrity Policy.](#)

### Results

- | We completed our risk analysis and implemented improvements to our risk management mechanisms throughout the organisation.
- | The GDPR procedures in place in all Q-Park countries were monitored.
- | Compliance with PCI DSS was validated.
- | Q-Park Integrity Policy developed and published.
- | Q-Park Trade Sanctions Policy developed.

## Employees

The expertise and commitment of our employees and their cooperation and communication are vital for the professionalism and efficiency of our organisation. Only with their commitment are we able to deliver the desired quality in products and services. We strive to create a varied workforce and we pay special attention to the welfare and safety of our employees.

### Employee training

We value our employees and want them to be confident about the various elements of their work. To assist this, we aim to give our employees regular training and professional development opportunities.

Most of our employees work in or near our parking facilities as Parking Hosts. Our social relevance for operational employees is considerable. Together with the retail and cleaning sectors, we are committed to helping people who like to take a practical approach. We are a binding factor; we offer varied work and a certain status, so all colleagues feel appreciated.

Besides keeping the average training per employee above 15 hours per year, we seek to train more than 15% of our full-time employees with a permanent contract annually on integrity issues as described in our Integrity Policy.

### Results

In our materiality analysis, we found that anti-corruption was seen as material by our stakeholders. This year, there were **no confirmed incidents of corruption**. However, we will keep measuring this and include an integrity training in the general training package for employees.

In 2019, across all countries, including our head office in the Netherlands, a total of 1,070 employees in managerial and non-managerial positions, 69% of the workforce, received an average 20.9 hours of training.

## Health & Safety

Our aim is to increase our employees' engagement as well as contribute to their health and safety.

Q-Park promotes the health and safety of customers and employees. We achieve this mainly by training our employees and equipping them for their work, and by creating a safe and healthy working environment. We also offer our employees the opportunity to learn life-saving skills so that they can help someone both at home and at work.

Every year, we receive millions of visitors in our parking facilities at all hours of the day. Unfortunately, it is inevitable that our employees will encounter aggressive or inappropriate behaviour. We offer Parking Hosts conflict management training so they can learn to deal with such situations.

Chart 22: Average annual training hours per employee

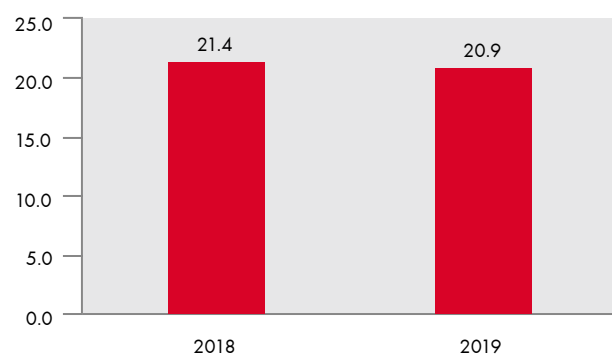


Chart 23: Employee receiving regular training

