

We
Develop
Quality

Urban liveability

OVERVIEWS

GRI CONTENT INDEX

Table 4: Organisation, Governance & Strategic GRI disclosures

GRI Index	Disclosure	Information and/or Reference
Organisational profile		
102-1	Name of the organisation	Q-Park BV
102-2	Activities, brands, products, and services	Profile and Review of business
102-3	Location of the organisation's headquarters	Maastricht, the Netherlands
102-4	Number of countries operating	Netherlands, Germany, Belgium, United Kingdom, France, Ireland and Denmark
102-5	Nature of ownership and legal form	Governance
102-6	Markets served	Profile
102-7	Scale of the reporting organisation	Profile
102-8	Information on employees and other workers	Other employee information
102-9	Supply chain	Supply chain
102-10	Significant changes to the organisation and its supply chain	Review of business
102-11	Precautionary Principle or approach	Risk management
102-12	External initiatives	CSR Code; OECD, UNGC, ILO, PRI, GRI, EU SDS and SDGs
102-13	Memberships of associations	Board member at Vexpan, Stichting Maatschappelijke Projecten Maastricht. Member of Vexpan and CROW, Member of the European Parking Council
Strategy and analysis		
102-14	Statement from senior decision-maker	Review of business
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Governance
Governance		
102-18	Governance structure of the organisation	Governance
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholders
102-41	Collective bargaining agreements	Other employee information
102-42	Identifying and selecting stakeholders	Stakeholders
102-43	Approach to stakeholder engagement	Stakeholders
102-44	Key topics and concerns raised	Materiality analysis
Reporting practice		
102-45	Entities included in the consolidated financial statements	Annual Report 2019
102-46	Defining report content and topic Boundaries	Materiality analysis

102-47	List of material topics	Materiality analysis
102-48	Restatements of information	1 January to 31 December 2019, publication: 19 May 2019
102-49	Changes in reporting	Review of business
102-50	Reporting period	Annually
102-51	Date of most recent report	30 April 2018
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	cmc@q-park.com
102-54	Claims of reporting in accordance with the GRI Standards	Governance & Policies
102-55	GRI Content Index	GRI Content
102-56	External assurance	No external assurance

Table 5: Material topics linked with GRI indicators

GRI Index	Disclosure	Information and/or Reference
Economic performance		
103-1	Explanation of the material topic and its boundary	Review of business
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
201-1	Direct economic value generated and distributed	Annual Report 2019
Energy consumption		
103-1	Explanation of the material topic and its boundary	Environmental footprint
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302-1	Energy consumption within the organisation	"
302-2	Energy consumption outside the organisation	"
302-3	Energy intensity	"
302-4	Reduction of energy consumption	"
Facilitating cars with enhanced environmental performance		
103-1	Explanation of the material topic and its boundary	CSR car options
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302-5	Reductions in energy requirements of products and services	"
Working conditions		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	Health & Safety
103-3	Evaluation of management approach	"
403-9	Work-related injuries	"
Training and education		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
404-1	Average hours of training per year per employee	Employee training
Employee satisfaction and employment practices		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	"
103-3	Evaluation of management approach	What we can do better
Corporate reputation and ethics		
103-1	Explanation of the material topic and its boundary	Ethics & Integrity
103-2	Management approach and its components	Risk management

103-3	Evaluation of management approach	"
205-2	Communication and training about anti-corruption policies and procedures	Integrity Policy
205-3	Confirmed incidents of corruption and actions taken	Employee training
Compliance with law and regulations		
103-1	Explanation of the material topic and its boundary	Compliance
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
419-1	Non-compliance with laws and regulations in the social and economic area	"

Table 6: Material topics reported with own indicators

GRI Index	Disclosure	Information and/or Reference
Partnerships		
103-1	Explanation of the material topic and its boundary	Co-creation
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Partners are external parties from whom assets, products or services are obtained or with whom contracts are concluded for the provision of assets, products or services.	"
Parking integrated with other modes of transport		
103-1	Explanation of the material topic and its boundary	Quality in parking
103-2	Management approach and its components	"
103-3	Evaluation of management approach	Mobility hubs
Own indicator	Be an integral part of city mobility policies and to work towards sustainable freedom of movement.	How we create value
Customer satisfaction		
103-1	Explanation of the material topic and its boundary	Quality in parking
103-2	Management approach and its components	Value creation
103-3	Evaluation of management approach	What we can do better
Own indicator	Customer satisfaction score	Research
Accessibility of parking facilities		
103-1	Explanation of the material topic and its boundary	Accessibility
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Accessibility of city centres	City centres
"	Accessibility of hospitals	Hospitals
"	Accessibility for people with reduced mobility (PRMs)	Mobility inclusion
Parking information		
103-1	Explanation of the material topic and its boundary	Parking information
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Online availability of key information	Services
"	Points of interest (POIs)	Points of interest
Innovation and digital capabilities		
103-1	Explanation of the material topic and its boundary	Digital services
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"

Own indicator	Number of PaSS PFs	PaSS PlatePay
Transparent reporting		
103-1	Explanation of the material topic and its boundary	Profile
103-2	Management approach and its components	CSR Report 2019
103-3	Evaluation of management approach	CSR strategy
Own indicator	CSR Report published simultaneously with Annual Report	

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