CSR REPORT 2019

We Develop Quality

Urban liveability

QPARK Quality in parking

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.

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

1 Interaction frequency: quarterly
2 Interaction frequency: daily

Stakeholders	Requirements	Activities	Resources
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

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

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

CO$_2$
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