

CSR REPORT 2018



**We
Develop
Quality**

**We are passionate
about space for people!**

GLOSSARY

AED

Automatic External Defibrillator, a resuscitation device

ANPR

Automatic Number Plate Recognition

APIs

Application Programming Interface

CCTV

Closed-circuit television

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

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

ICT

Information and Communication Technology

ISO

International Organisation for Standardisation

KPIs

Key Performance Indicators

LED

Light Emitting Diode

Long-leased

Lease whereby the operational risk lies with Q-Park for more than 15 years

MVO Nederland

MVO (CSR) Netherlands is the Centre of Excellence for Dutch companies that are striving towards corporate social responsibility

Owned

Legal and economic property owned

PCI DSS

Payment Card Industry Data Security Standard

PFs

Parking Facilities

PMS

Parking Management System

POF

Pay-On-Foot

POIs

Points Of Interest

PPSP

Parking Payment Service Provider

PRMs

Persons with Reduced Mobility

PSs

Parking Spaces

Public-Private Partnerships

Cooperation between government bodies and private parties is a prerequisite to keep inner-city areas accessible through well-thought-out parking policy

Purpose partner

Our partners at destinations such as theatres, restaurants, and hotels

QCR

Q-Park Control Room, the international central control room which is linked to the parking facilities via intercom

SDGs

United Nations Sustainable Development Goals

Target cities

Multifunctional cities with a central function in their region, with favourable socioeconomic developments and with little competition from neighbouring cities

VEXPAN

Platform for parking in the Netherlands

VIP

Very Important Person

WDQ

We Develop Quality

**Q-Park has assured a number of its activities under NEN-EN-ISO 9001.
Q-Park has received several ESPA and EPA awards.**

For more details and up-to-date information about Q-Park's products and services please visit: www.q-park.com.

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