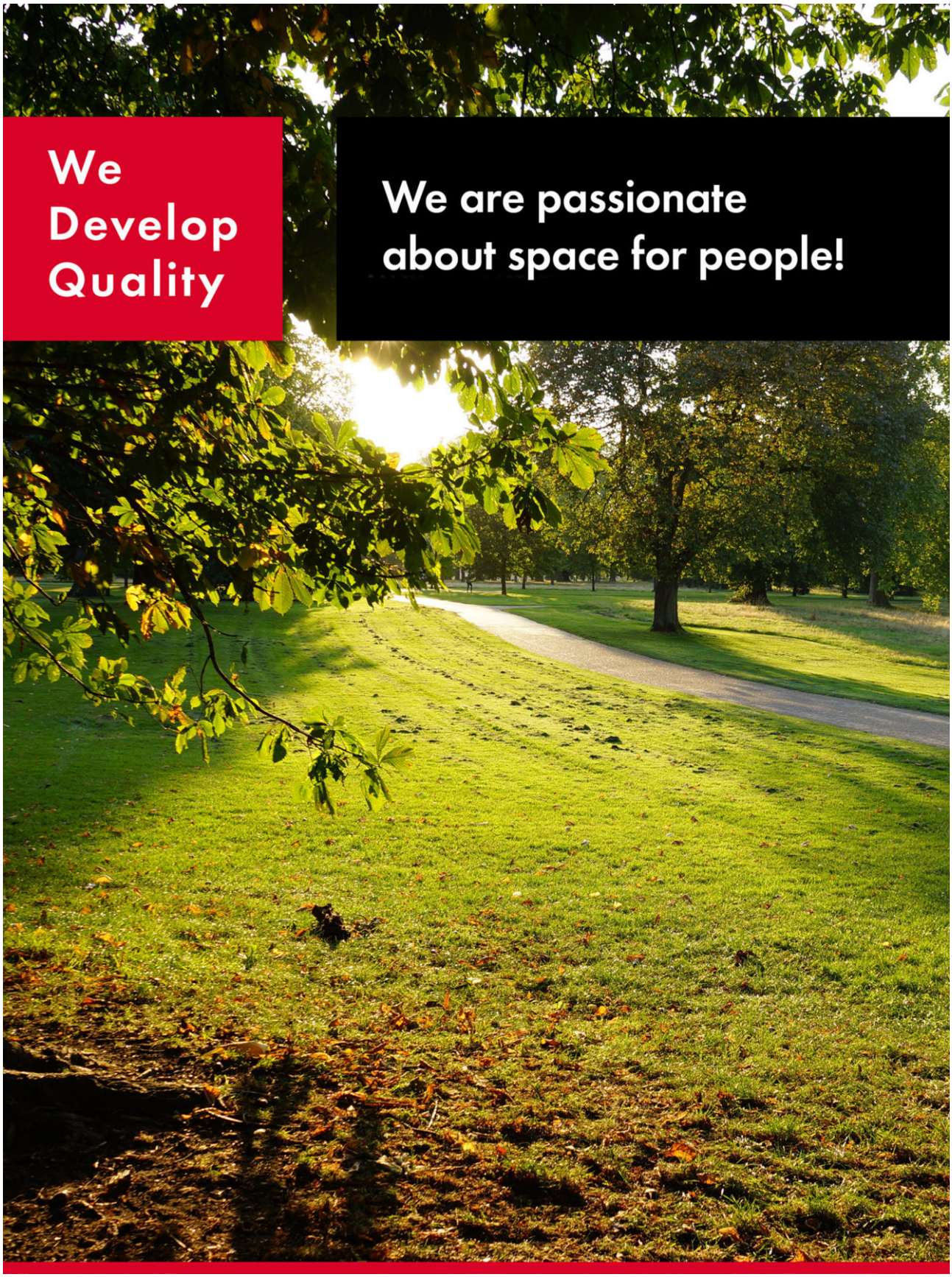
CSR REPORT 2018



QPARK Quality in parking

GOVERNANCE, POLICIES, AND CODES

We have moved all the static information about or governance, policies and codes from the report to our corporate website as this information does not depend on the reporting year.

Click here for our Corporate governance.

Click here for our Integrity Policy.

Click here for our CSR Code.

Changes in CSR reporting

In 2018 Q-Park redefined its CSR strategy together with its CSR partner Sustainalize. We created the Q-Park Liveability Model as the overarching strategic model for Q-Park's CSR activities, through which we can steer our business activities to create value for our stakeholders and society.

We consider improving the liveability and sustainability of cities through our activities to be part of our purpose. We have developed a visual to communicate our CSR strategy in a clear and simple manner.

Based on the new strategic model we have re-evaluated our CSFs, KPIs and targets. As a result, we will not report on some of the existing indicators and we have established new indicators that better reflect our core activities.

In addition to reassessing our strategy, CSFs and KPIs we have also endeavoured to simplify the reporting process and make this more efficient. Much of the information needed can be retrieved directly from our back-office systems which is a major efficiency gain for our CSR reporting.

In 2018 the company was renamed from Byzantium Acquisition MidCo 2 B.V. to Q-Park Holding B.V.

We value your feedback

We value your feedback on our CSR Report 2018 as this will help us to further improve its quality. Should you have any questions or comments, send an e-mail to cmc@q-park.com.

WHAT WE CAN DO BETTER

Although Q-Park strives to improve its performance in all areas of its operations, sometimes things may still go wrong or the initiatives taken may not have the desired effect. This chapter summarises the most important aspects in 2018 that did not go as expected and which need to be looked at carefully in the future.

Training employees

At Q-Park, just as our stakeholders, we consider employee training and education to be very important. We therefore include this in our policy, and that is why we train our staff particularly in personal safety, security, ethics, anti-corruption and conflict management.

We aim to give these training courses regularly in all our countries. However, in Q-Park's current phase, the focus was set on developing the company and our positioning in the market, which has required our full attention. Most training courses will resume in the coming years.

Customer satisfaction

The most significant point for improvement identified in the customer satisfaction survey concerns our complaints handling process. We received feedback on the speed with which a solution was given, the quality of the solution offered, and whether customers feel that their complaint was given fair consideration. We are developing action plans to address this issue.

External verification

External verification increases the confidence stakeholders have in our accountability and has a disciplining effect on our internal organisation. But external verification also entails extra time and costs. Today, the reporting process is standardised and the structure of the data requested can easily be checked for completeness and reliability. The whole process of CSR information gathering is therefore already prepared for future external verification with the quality standards that stakeholders expect from us.