

CSR REPORT 2018



**We
Develop
Quality**

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

OVERVIEWS

GENERAL INFORMATION

GRI Content Index	Disclosure	Chapter, 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, Denmark, Sweden, Norway, and Finland
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	Value retention
102-9	Supply chain	Review of business and Governance
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	Governance
102-13	Memberships of associations	Danish Parking Association, Norwegian Parking Association, and Parking Complaint Team, 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
102-15	Key impacts, risks, and opportunities	Risk management and Stakeholder dialogue
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Governance
102-17	Mechanisms for advice and concerns about ethics	Integrity Policy
Governance		
102-18	Governance structure of the organisation	Governance
102-19	Delegation of authority	Governance
102-20	Executive-level responsibility for economic, environmental and social topics	Governance

GRI Content Index	Disclosure	Chapter, Information and/or Reference
102-21	Consulting stakeholders on economic, environmental, and social topics	Governance
102-22	Composition of the highest governance body and its committees	Governance
102-23	Chair of the highest governance body	Governance
102-24	Nomination and selection the highest governance body	Governance
102-25	Conflicts of interest	Governance
102-26	Role of highest governance body in setting purpose, values, and strategy	Governance
102-27	Collective knowledge of highest governance body	Governance
102-28	Evaluating the highest governance body's performance	Governance
102-29	Identifying and managing economic, environmental, and social impacts	Governance
102-30	Effectiveness of risk management processes	Risk management
102-31	Review of economic, environmental, and social impacts	Annual report
102-32	Highest governance body's role in sustainability reporting	Governance
102-33	Communicating critical concerns	Governance
102-34	Nature and total number of critical concerns	CSR performance indicators - on request
102-35	Remuneration policies	Annual Report
102-36	Process for determining remuneration	Governance
102-37	Stakeholders' involvement in remuneration	Q-Park considers this indicator not relevant
102-38	Annual total compensation ratio	Q-Park considers this indicator not relevant
102-39	Percentage increase in annual total compensation ratio	Q-Park considers this indicator not relevant
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholders
102-41	Collective bargaining agreements	CSR performance indicators - on request
102-42	Identifying and selecting stakeholders	Stakeholders
102-43	Approach to stakeholder engagement	Stakeholders
102-44	Key topics and concerns raised	Materiality analysis

GRI Content Index	Disclosure	Chapter, Information and/or Reference
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Reporting practice

102-45	Entities included in the consolidated financial statements	Governance
102-46	Defining report content and topic Boundaries	Materiality
102-47	List of material topics	Materiality
102-48	Restatements of information	1 January to 31 December 2018, publication: 1 May 2018
102-49	Changes in reporting	Redefined CSR strategy
102-50	Reporting period	Annually
102-51	Date of most recent report	1 May 2018
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	Governance & Policies
102-54	Claims of reporting in accordance with the GRI Standards	
102-55	GRI content index	
102-56	External assurance	No external assurance

Category: economic

DMA	Q-Park aims for stable financial results and pursues a sustainable financial policy, risk and portfolio management, in which informed trade-offs are made between risk and return	Review of business
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Economic performance

201-1	Direct economic value generated and distributed	Review of business
201-3	Coverage of organisation's defined benefit plan obligations	Annual Report
201-4	Financial assistance received from government	CSR performance indicators - on request

Category: environment

DMA	Q-Park is committed to improving environmental performance of its owned PFs, fleet, and offices and to influencing environmental performance of significant partners in the value chain.	CSR Code
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GRI Content Index	Disclosure	Chapter, Information and/or Reference
Energy		
302-1	Energy consumption within the organisation	Value capturing
302-2	Energy consumption outside the organisation	Value capturing
302-3	Energy intensity	Value capturing
302-4	Reduction of energy consumption	Value capturing
302-5	Reductions in energy requirements of products and services	Value capturing
Water		
303-5	Water consumption	Q-Park considers this indicator not relevant
Emissions		
305-1	Direct greenhouse gas emissions (scope 1)	CSR performance indicators - on request
305-2	Indirect greenhouse gas emissions (scope 2)	CSR performance indicators - on request
305-3	Other indirect greenhouse gas emissions (scope 3)	CSR performance indicators - on request
307-1	Non-compliance with environmental laws and regulations	
Category: social		
Working conditions		
DMA	The expertise and commitment of our employees and their cooperation and communication are decisive 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	Value retention
Occupational health & safety		
403-9	Work-related injuries	CSR performance indicators - on request
Training & education		
404-1	Average hours of training per year per employee	Employee training
404-2	Programmes for upgrading employee skills and transition assistance programmes	Value retention
404-3	Percentage of employees receiving regular performance and career development reviews.	Value retention

GRI Content Index	Disclosure	Chapter, Information and/or Reference
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Anti-corruption

DMA	Q-Park uses its own Integrity Policy	Integrity Policy
205-1	Operations assessed for risks related to corruption	CSR performance indicators - on request
205-2	Communication and training about anti-corruption policies and procedures	Integrity Policy
205-3	Confirmed incidents of corruption and actions taken	CSR performance indicators - on request

Product responsibility

DMA	Compliance	Compliance
419-1	Non-compliance with laws and regulations in the social and economic area	Compliance

STAKEHOLDERS

Q-Park has a large number of stakeholders. In the first place these are employees, shareholders and financial institutions. Based on our symposium 'The Future of Paid Parking' held in June 2016 and an environmental analysis we have also identified other stakeholder categories. These are customers (private individuals and businesses), business partners, municipalities and regions, government bodies, politicians, and society as a whole.

The following overview shows how we involve our stakeholders in our policy. By working together with our stakeholders we inform them and enquire after their requirements, and we request a response to our policy. A selection of topics on which we have been in dialogue with stakeholders is given in the following table.