

# CSR REPORT 2018

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**We  
Develop  
Quality**

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



# GLOSSARY

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**AED**

Automatic External Defibrillator, a resuscitation device

**ANPR**

Automatic Number Plate Recognition

**APIs**

Application Programming Interface

**CCTV**

Closed-circuit television

**CO<sub>2</sub>**

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](http://www.q-park.com).

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