

We
Develop
Quality

Urban liveability



OVERVIEWS

GRI CONTENT INDEX

For your convenience, where relevant, we have included links to the information and/or reference in the following tables. This functionality works both online and in the PDF.

Table 4: GRI Foundation

GRI Index	Disclosure	Information and/or Reference
Reporting principles		
101-1	Stakeholder inclusiveness	Stakeholders
101-2	Sustainability context	How we create value
101-3	Materiality	Materiality analysis
101-4 to 10	Reporting principles	Applied

Table 5: GRI General disclosures

GRI Index	Disclosure	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 and Denmark
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	Other employee information
102-9	Supply chain	Supply chain
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	CSR Code; OECD, UNGC, ILO, PRI, GRI, EU SDS and SDGs
102-13	Memberships of associations	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
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Policies & Codes
102-17	Mechanisms for advice and concerns about ethics	Integrity Policy
205-1	Operations assessed for risks related to corruption	Risk management

205-2	Communication and training about anti-corruption policies and procedures	"
205-3	Confirmed incidents of corruption and actions taken	0
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Competition law policy
Governance		
102-18	Governance structure of the organisation	Governance
102-19	Delegating authority	"
102-20	Executive-level responsibility for economic, environmental and social topics	"
102-21	Consulting stakeholders on economic, environmental, and social topics	Materiality analysis
102-22	Composition of the highest governance body and its committees	Organisation chart and Governance
102-23	Chair of the highest governance body	The chair of the highest governance body is not an executive officer at Q-Park BV
102-24	Nominating and selecting the highest governance body	The Supervisory Board (SB) is nominated by the SB and selected from a group of core investors. i. Financial stakeholders are involved. ii. Diversity in age, country of origin and cultural background is considered. iii. Independence from the portfolio company i.e. Q-Park BV is guaranteed. iv. CSR related expertise and experience is delegated to bespoke teams.
102-25	Conflicts of interest	Integrity policy
102-26	Role of highest governance body in setting purpose, values, and strategy	CEO is chair of CSR committee
102-27	Collective knowledge of highest governance body	CSR committee, seminars, information sessions
102-28	Evaluating the highest governance body's performance	Annual self-assessment
102-29	Identifying and managing economic, environmental, and social impacts	Materiality analysis
102-30	Effectiveness of risk management processes	Risk management
102-31	Review of economic, environmental, and social topics	Quarterly

102-32	Highest governance body's role in sustainability reporting	Executive Board
102-33	Communicating critical concerns	CSR Manager regular review
102-34	Nature and total number of critical concerns	0, CSR Manager regular review
102-35 to 39	Remuneration & Compensation	No disclosures
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholders
102-41	Collective bargaining agreements	Employees
102-42	Identifying and selecting stakeholders	Stakeholders
102-43	Approach to stakeholder engagement	Stakeholders
102-44	Key topics and concerns raised	Materiality analysis
Reporting practice		
102-45	Entities included in the consolidated financial statements	Annual Report
102-46	Defining report content and topic Boundaries	Materiality analysis
102-47	List of material topics	Materiality analysis
102-48	Restatements of information	1 January to 31 December 2020, publication: 20 April 2021
102-49	Changes in reporting	Materiality analysis
102-50	Reporting period	Annually
102-51	Date of previous report	19 May 2019
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	cmc@q-park.com
102-54	Claims of reporting in accordance with the GRI Standards	Governance & Policies
102-55	GRI Content Index	GRI Content
102-56	External assurance	No external assurance
207	Tax	Annual Report

Table 6: GRI Management approach & Topic-specific disclosures

GRI Index	Disclosure	Information and/or Reference
Customer satisfaction		
103-1	Explanation of the material topic and its boundary	Materiality analysis
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
418-1	Customer privacy	Privacy Policy. No substantiated complaints identified.
Own indicator	Google review	Customer satisfaction
Mobility		
103-1	Explanation of the material topic and its boundary	Materiality analysis
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Accessibility of city centres, hospitals and mobility inclusion	Accessibility
Own indicator	Park + Ride and micro-mobility	Mobility hubs
Own indicator	Smart contracts	Smart contracts
Own indicator	Strategic locations	Strategic locations
Digitisation		
103-1	Explanation of the material topic and its boundary	Materiality analysis
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Parking products	Parking products
Own indicator	Parking information	Parking information
Own indicator	Digital services	Digital services
Economic performance		
103-1	Explanation of the material topic and its boundary	Review of business
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
201-1	Direct economic value generated and distributed	Annual Report
201-2	Risks and opportunities due to climate change	Risk management
201-3	Benefit plan obligations and retirement plans	Annual Report
201-4	Financial assistance received from government	Annual Report
203-1	Infrastructure investments and services supported	Annual Report
203-2	Significant indirect economic impacts	Private investments in infrastructure frees government expenses for allocation to other

		troubled areas of the economy, society or environment
Electrification		
103-1	Explanation of the material topic and its boundary	Review of business
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	EV charging solutions	EV charging solutions
Cyber security		
103-1	Explanation of the material topic and its boundary	Review of business
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Cyber security awareness programme	Cyber security
Employee development		
103-1	Explanation of the material topic and its boundary	Employees
103-2	Management approach and its components	"
103-3	Evaluation of management approach	What we can do better
403-9	Work-related injuries	Health & Safety
404-1	Average hours of training per year per employee	Training & Development
Energy consumption		
103-1	Explanation of the material topic and its boundary	Environmental footprint
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302-1	Energy consumption within the organisation	"
302-2	Energy consumption outside the organisation	"
302-3	Energy intensity	"
302-4	Reduction of energy consumption	"
Own indicator	LED lighting installed	LED programme
Liveability		
103-1	Explanation of the material topic and its boundary	
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	Urban parks & Town squares	Off-street parking
Own indicator	EV charging solutions	EV charging solutions
Partnerships		
103-1	Explanation of the material topic and its boundary	Co-creation
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"

Own indicator	Pre-booking through Purpose Partners	Pre-booking
Own indicator	EV charging solutions	EV charging solutions
Own indicator	Co-creation	Co-creation
Not material		
301	Materials	
303 to 304	Water, effluents and biodiversity	
306 to 308	Waste, environmental compliance and supplier assessment	
401 to 402	Employment and Labour / Management relations	
405 to 417	Diversity, equal opportunity, non-discrimination, freedom of association, child or forced labour, security practices (security personnel trained in human rights policies or procedures), rights of indigenous people, human rights, local communities, supplier social assessment, public policy (political contribution), customer health and safety, and marketing and labeling	
419	Socio-economic compliance	