

We
Develop
Quality

Urban liveability



STAKEHOLDERS

Q-Park has a large number of stakeholders. The following overview shows how we engage with and involve our key stakeholders in our policy.

<i>Stakeholders</i>	<i>Requirements</i>	<i>Activities</i>	<i>Resources</i>
Capital market	Benchmarking	Strategy, policy, risk management, and calculating financial results	General meeting of shareholders, meetings with banks
- Shareholders	Financial health and insensitivity to risks	Relationship between financial and sustainability reporting	Website, press releases, annual reports
- Banks ¹	Innovation, research, and development	Reporting according to guidelines, as basis for comparison with other organisations	Compliance programme
	Transparency and communication	Reputation management	Relationship management
	Good reputation	Compliance with legislation and interpretation of responsibilities	Integrity Policy
	Ethical operating activities and compliance	Information over consequences of investments and divestments	CSR Code
	Privacy and data security	Information over future opportunities and product innovations	
	Clarity about the relationship between financial and sustainability reporting		
Customers	Fair competition and prices	Quality management	Website, press releases, annual reports
- Private	Accessible parking facilities	Information regarding liability	Compliance programme
- Business ²	Security practices	Health and safety measures	Customer Service Desk
	Quality and good parking services	Product development and environmental management	Customer satisfaction surveys
	Privacy and data security		Information at the location
	Good complaints processing		

¹ Interaction frequency: quarterly

² Interaction frequency: daily

<i>Stakeholders</i>	<i>Requirements</i>	<i>Activities</i>	<i>Resources</i>
Employees - Existing - Future ¹	Job security and correct remuneration Ethical business operations Safety and good working conditions Good reputation Diversity Transparency and communication	Inform about Q-Park's plans and intentions Work policy and HRM Health and safety measures and prevention of incidents, emergencies, and accidents Education and training Prevention of fraud and undesirable behaviour Risk and reputation management	Consultation between management and employees Performance and appraisal interviews Employee training Internal reputation and communication Employee satisfaction surveys Integrity Policy
Business partners - Suppliers - Commercial parties ²	Ethical business operations Partnerships Quality Chain responsibility Transparency and communication Innovation, research and development	Inform about Q-Park's plans and intentions Quality control and information about liability Health and safety measures Prevention of fraud and undesirable behaviour Production conditions (also in the chain) Product development and care for the environment Sharing 'best practices' Drafting standards Comply with voluntary agreements within sector	CSR Code Annual reports Negotiations Position papers and showcases Collaboration (on innovation) and consultation Integrity Policy Participate in knowledge platforms

¹ Interaction frequency: daily

² Interaction frequency: monthly

<i>Stakeholders</i>		<i>Requirements</i>		<i>Activities</i>		<i>Resources</i>
Municipalities		Benchmarking		Design and		Website, press
- Local authorities		Employment		implementation of the		releases, annual
- Communities ¹		Ethical operating		policy		reports
		activities and		Sharing 'best practices'		Collaboration and
		compliance		Own regional initiatives		consultation
		Integration of transport		Modify design of parking		CSR Code
		modes		facilities to suit the		Sponsoring and
		Viable, accessible, and		surroundings		donations
		economically		Sustainable construction,		
		flourishing cities		maintenance and		
		Cooperation and		renovation		
		support for social		Public-Private		
		projects		Partnerships		
Governments, politics and society as a whole		Safe, healthy, pleasant		Initiatives for sustainable		Website, press
- National governments		and social living		urban mobility		releases, annual
- EU		environment		Prevention and reduction		reports
- International institutes ²		Countering climate		of damaging		Consultation
		change		environmental impact		groups
		Economical use of raw		Contribution to		Integrity Policy
		materials, energy and		transparency of sector		
		water				
		Ethical business				
		operations				

¹ Interaction frequency: monthly

² Interaction frequency: at least once a year



GLOSSARY

AED

Automatic External Defibrillator, a resuscitation device

ANPR

Automatic Number Plate Recognition

API

Application Programming Interface

BI

Business Intelligence

C2C

Cradle-to-Cradle

CBA

Collective Bargaining Agreement

CCTV

Closed-circuit television

CO₂

Carbon dioxide: end product of complete combustion of hydrocarbons such as fossil fuels

CPO

Charging Point Operator

CRM

Customer Relationship Management

CSFs

Critical Success Factors

CSR

Corporate Social Responsibility

CSS

Customer Satisfaction Survey

EPA

European Parking Association

ERM

Enterprise Risk Management

ESPA

European Standard Parking Award

EU

European Union

EV

Electric Vehicle

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

GSM

Global System for Mobile Communications

ICT

Information and Communication Technology

IIRC

International Integrated Reporting Council

ISO

International Organisation for Standardisation

KPIs

Key Performance Indicators

LED

Light Emitting Diode