
TABLE OF CONTENTS

ABOUT Q-PARK	4
Performance highlights	5
Key figures	6
Message from the board	8
Profile	11
Quality in parking	13
STRATEGY	17
Value creation	19
Materiality analysis	20
Trend analysis	30
Risk management	38
RESULTS	46
Sustainable value	47
Six capitals	49
What we can do better	78
Looking ahead	80
POLICY	82
CSR Policy	83
Governance	84
Accounting framework	85
We value your feedback	87
OVERVIEWS	88
Performance indicators	89
Stakeholders	106
Codes & standards	110
GLOSSARY	112

PI	Description				2020	
		2014	2015	2016	Target ¹	Mtrl ²
	Built, owned and long-leased PFs	369	370	373		
	Owned and long-leased parking spaces	297,726	299,509	302,254		
	Target cities	98	121	121		
	Employees ¹²	2,547	2,519	2,507		

1 Percentage in relation to the reporting year.

2 Mtrl = Material.

3 += Monitoring.

4 +++ = Limited change.

5 +++ = Ambitious action.

6 This is not a percentage, but a target number.

7 No data was available for Ireland; outcomes for 2014 were used.

8 No data was available for the Netherlands outcomes for 2015 were used.

9 First time or refresh.

10 International Customer Satisfaction Survey 2014.

11 Emissions calculation based on petrol, since cars can have a combination of electric, petrol and diesel.

12 The number of employees is different from the number of FTEs.

General information

GRI Table	Description	Chapter, Information and/or Reference
Strategy and analysis		
G4-1	CEO statement	Message from the Board
G4-2	Key impacts, risks, and opportunities	Risk management and Stakeholder dialogue
Organisational profile		
G4-3	Name of the organisation	Q-Park NV
G4-4	Primary brands, products, and services	Profile, Core activities and Value creation
G4-5	Location of the organisation's headquarters	Maastricht, the Netherlands
G4-6	Countries where the organisation operates	Netherlands, Germany, Belgium, United Kingdom, France, Ireland, Denmark, Sweden, Norway, and Finland
G4-7	Nature of ownership and legal form	Governance
G4-8	Markets served	Profile and Key figures
G4-9	Scale of the organisation	Profile and Key figures
G4-10	Number of employees by employment contract	Performance indicators

GRI Table	Description	Chapter, Information and/or Reference
G4-11	Percentage of employees covered by collective bargaining agreements	Performance indicators
G4-12	Describe the organisation's supply chain	Core activities and Governance
G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	No significant changes in 2016
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation	Risk management
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Corporate codes
G4-16	List memberships of associations and national or international advocacy organisations in which the organisation	Danish Parking Association, Norwegian Parking Association, and Parking Complaint Team, Board member at Vexpan, Stichting Maatschappelijke Projecten Maastricht, Independent chairman of the NEN. Member of Communication Partners, Member of GBN platform, Member of Vexpan and CROW, Member of the European Parking Council

Material aspects and boundaries identified

G4-17	Inclusion and restrictions on the scope of the report: A. All entities included in the organisation's consolidated financial statements or equivalent documents B. Whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report	Annual report: Annual accounts (note 37) and Reporting principles Q-Park NV including Q-Park Beheer BV in Maastricht, Q-Park GmbH & Co KG in Düsseldorf, Q-Park Belgium NV in Brussels, Q-Park (UK) Limited in Leeds, Q-Park France SAS in Boulogne Billancourt, Q-Park Ireland Ltd in Dublin, Q-Park Denmark A/S in Søborg, Q-Park AB in Stockholm, Q-Park Norway Holding AS in Oslo and Q-Park Finland Oy in Helsinki
G4-18	Process description for defining the report content: A. The process for defining the report content and the aspect boundaries. B. How the organisation has implemented the reporting principles for defining report content.	Governance

GRI Table	Description	Chapter, Information and/or Reference
G4-19	Material Aspects	Materiality
G4-20	Material Aspect scope within the organisation	Materiality and Reporting principles
G4-21	Material Aspect scope outside the organisation	Materiality and Reporting principles
G4-22	Effect of any restatements of information provided in previous reports and the reasons for such restatements	Reporting principles
G4-23	Significant changes from previous reporting periods	Reporting principles
Stakeholder engagement		
G4-24	List of stakeholder groups engaged by the organisation	Stakeholders
G4-25	Basis for identification and selection of stakeholders with whom to engage	Stakeholders
G4-26	Organisation's approach to stakeholder engagement, frequency, type and by stakeholder group	Stakeholders
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns	Stakeholders, Stakeholder dialogue and CSR Governance
Report profile		
G4-28	Reporting period and publication date	1 January to 31 December 2016, publication: 12 April 2017
G4-29	Date of most recent previous report	14 April 2016
G4-30	Reporting cycle	Annually
G4-31	Contact point for questions regarding the report or its contents	Contact details
G4-32	A. 'Core' option the organisation has chosen B. GRI content index for the chosen option C. Reference to the external assurance report, if the report has been externally assured	GRI G4 Comprehensive without external assurance
G4-33	A. Policy and current practice with regard to seeking external assurance for the report B. If not included in the assurance report accompanying the sustainability report, the scope and basis of any external assurance provided	CSR Accounting framework, CSR Governance and Reporting principles

GRI Table	Description	Chapter, Information and/or Reference
	C. Relationship between the organisation and the assurance providers D. Whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report	
Governance		
G4-34	Governance structure of the organisation	CSR Governance and Organisation chart. Our COO T. Thuis was appointed before our Corporate Governance Code came into force; so the term of his reappointment and retirement are undefined. Message from the Board
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	CSR Governance
G4-36	Whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental, and social topics, and whether post holders report directly to the highest governance body.	CSR Governance
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics. If consultation is delegated, describe to whom and explain any feedback processes to the highest governance body.	CSR Governance
G4-38	The composition of the highest governance body and its committees by: - Executive or non-executive - Independence - Tenure on the governance body - Number of each individual's other significant positions and commitments and the nature of the commitments - Gender - Membership of under-represented social groups - Competences relating to economic, environmental and social impacts - Stakeholder representation	Supervisory Board (SB)

GRI Table	Description	Chapter, Information and/or Reference
G4-39	Whether the Chair of the highest governance body is also an executive officer.	Executive Board (EB)
G4-40	Nomination and selection processes for the highest governance body and its committees and the criteria used for nominating and selecting highest governance body members.	Supervisors are selected based on their experience in relevant areas such as finance, investment property and long-term investments; and for their insight into the governance and political environment
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed; Whether conflicts of interest are disclosed to stakeholders	Risk management
G4-42	The highest governance body's and senior executives' roles in the development, approval and updating of the organisation's purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social impacts.	CSR Governance
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	SB Report: Quarterly reports, CSR Committee and EB weekly meeting
G4-44	A. Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not and its frequency. Report whether such evaluation is a self-assessment. B. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organisational practice.	A. CSR Governance, CSR Remuneration and Annual accounts (note 23). Reporting and Remuneration. Without review by an independent party, B. Stakeholders
G4-45	A. The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities; The highest governance body's role in the implementation of due-diligence processes. B. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks and opportunities.	A. Governance. Due-diligence processes are discussed in our Code of Ethics, B. Stakeholder dialogue and Stakeholders

GRI Table	Description	Chapter, Information and/or Reference
G4-46	The highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	Risk management and CSR Governance
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities.	SB report: Quarterly
G4-48	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	CSR Governance: CSR committee, SB
G4-49	Process for communicating critical concerns to the highest governance body.	SB Report: Quarterly reports and figures. The EB also meets weekly to discuss key issues
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Dealing with stakeholders' concerns. The EB meets weekly to discuss key issues
G4-51	A. Remuneration policies for the highest governance body and senior executives for the below types of remuneration: - Fixed pay and variable pay - Performance-based pay - Equity-based pay - Bonuses - Deferred or vested shares - Sign-on bonuses or recruitment incentive payments - Termination payments - Clawbacks - Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives and all other employees B. How performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental, and social objectives.	A. Financial statements: Notes on the consolidated financial statements and note 23, B. CSR Remuneration
G4-52	Process for determining remuneration; Whether remuneration consultants are involved in determining remuneration and whether they are independent of management; Any other	Annual accounts (note 23) and Governance: Remuneration

GRI Table	Description	Chapter, Information and/or Reference
	relationships which the remuneration consultants have with the organisation.	
G4-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Q-Park considers this indicator not relevant
G4-54	Ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Q-Park considers this indicator not relevant. We have an impact on local communities through the salaries we pay our employees
G4-55	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Q-Park considers this indicator not relevant. We have an impact on the local communities through the salaries we pay our employees

Ethics and integrity

G4-56	Organisation's values, principles, standards and norms of behaviour	CSR Governance, Code of Ethics, OECD & UNGC Code, Business Partner Code, MarCom Code, Sponsor Code CCTV Code, Allgemeines Gleichbehandlungsgesetz, Betrugsrichtlinie, Richtlinie Geschenke und Bewirtung, Social Media, and Employee handbooks
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour and matters related to organisational integrity, such as helplines or advice lines.	Described in our Code of Ethics
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour and matters related to organisational integrity, such as escalation through line management, whistle-blowing mechanisms or hotlines.	Described in our Code of Ethics

General standard disclosures for sector

GRI Table	Description	Chapter, Information and/or Reference
Construction and Real Estate Sector Supplement (CRESS)	Key sector-specific issues, including: - Product and service labelling, including building and materials certification - Building energy intensity - Water intensity - GHG emissions relating to buildings in use - Management and remediation of contaminated land - Labour health and safety topics - Resettlement of local communities - Contractor and subcontractor labour issues	This sector supplement does not sufficiently reflect the nature of our real estate. Hence, we do not apply it
Category economic¹		
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	Performance indicators and Annual accounts
Economic performance		
G4-EC1	Direct economic value generated and distributed	Performance indicators and Annual accounts
G4-EC3	Coverage of organisation's defined benefit plan obligations	Performance indicators and Annual accounts
G4-EC4	Financial assistance received from government	Performance indicators and Annual accounts
Category environment¹		
Ethics & integrity		
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 policy, Natural, Performance indicators
Energy		
G4-EN3	Energy consumption within the organisation	Performance indicators
G4-EN4	Energy consumption outside the organisation	Performance indicators (business and employee commuting)
G4-EN5	Energy intensity	Performance indicators

GRI Table	Description	Chapter, Information and/or Reference
G4-EN6	Reduction of energy consumption	Performance indicators
G4-EN7	Reductions in energy requirements of products and services	Performance indicators
Water		
G4-EN8	Total water withdrawal by source	Performance indicators
G4-EN9	Water sources significantly affected by withdrawal of water	Performance indicators
G4-EN10	Percentage and total volume of water recycled and reused	Q-Park considers this indicator not relevant.
Emissions		
G4-EN15	Direct greenhouse gas emissions (scope 1)	Performance indicators
G4-EN16	Indirect greenhouse gas emissions (scope 2)	Performance indicators
G4-EN17	Other indirect greenhouse gas emissions (scope 3)	Performance indicators
G4-EN18	Greenhouse gas emissions intensity	Q-Park only reports CO ₂ emissions, as other greenhouse gas emissions are considered not material
G4-EN19	Reduction of greenhouse gas emissions	Q-Park only reports CO ₂ emissions, as other greenhouse gas emissions are considered not material
G4-EN20	Emissions of ozone-depleting substances (ODS)	Not relevant to our organisation, because our emissions of ozone-depleting substances are minimal and not material
G4-EN21	NO _x , SO _x and other significant air emissions	Our emissions of these types of gases are minimal and not material
G4-EN29	Fines and sanctions for non-compliance with environmental laws and regulations	Financial and Performance indicators

Category social

Subcategory working conditions

DMA	The expertise and commitment of our 2,507 employees in four regions 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	Key figures, Human
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GRI Table	Description	Chapter, Information and/or Reference
	a varied workforce and we pay special attention to the welfare and safety of our employees	

Training & education

G4-LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities	Human and Performance indicators
G4-LA9	Total training hours per year per employee	Human and Performance indicators
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Human and Performance indicators
G4-LA11	Percentage of employees receiving regular performance and career development reviews	Human and Performance indicators

Social¹

DMA	Q-Park uses its own Code of Ethics, in which we set out how employees should act in response to internal, national and international rules, regulations and guidelines. The code provides procedures to report incidents and abuses via a whistle-blower scheme. Employees follow anti-corruption training courses on a regular basis	Human, CSR Codes and Performance indicators
G4-SO3	Percentage of operations assessed for risks related to corruption	Social and Performance indicators
G4-SO4	Number of communication and training on anti-corruption policies and procedures	Social and Performance indicators
G4-SO5	Number of confirmed incidents of corruption	Social and Performance indicators
G4-SO8	Fines and sanctions for non-compliance with laws	Financial and Performance indicators

Product responsibility¹

DMA	Customer privacy is very important to Q-Park. For security reasons, our PFs are equipped with CCTV. Some facilities use automatic number plate recognition upon entry for the ease of use. We apply strict rules to the use and storage of image data. This is recorded in our CCTV Code	Social, CSR Codes and Performance indicators
G4-PR5	Results of survey measuring customer satisfaction	Social and Performance indicators

GRI Table	Description	Chapter, Information and/or Reference
G4-PR9	Fines and sanctions for non-compliance with the provision and use of products and services	Financial and Performance indicators

1 In this review, certain aspects and related PIs are not listed because they were not considered to be material during the materiality analysis.