

**We  
Develop  
Quality**

**We create car parks to fit in  
with their surroundings and  
serve the local community.**




# GOVERNANCE, POLICIES, AND CODES

We have moved all the static information about our governance, policies and codes from the report to our corporate website as this information does not depend on the reporting year.

## CSR Governance

 For information about our CSR governance we refer you to the CSR governance section on [www.q-park.com](http://www.q-park.com).

 For information about our CSR policy we refer you to the CSR policy section on [www.q-park.com](http://www.q-park.com).

 For information about our CSR remuneration we refer you to the CSR remuneration section on [www.q-park.com](http://www.q-park.com).

 For information about our CSR accounting framework we refer you to the CSR accounting framework section on [www.q-park.com](http://www.q-park.com).

 For information about our CSR reporting principles we refer you to the CSR reporting principles section on [www.q-park.com](http://www.q-park.com).

## Changes in CSR reporting


On 11 October 2017 Byzantium Acquisition MidCo 2 B.V., through its subsidiary Byzantium Acquisition B.V., acquired 100 percent of the shares in the Q-Park Group. If Q-Park had been acquired as of the beginning of the financial year revenue contribution would have been EUR 854.5 million, which is an increase of 3.6 percent compared to the revenues reported by Q-Park in the previous financial year. Even though there are no comparative figures, the results show an upward trend.


In 2017 we also changed the way we collect data about energy consumption and our CO<sub>2</sub> footprint. Due to improved data quality procedures we have more accurate data for 2016 and 2015. Therefore, we have restated the figures for both years.


## Corporate governance

 For information about our Governance we refer you to the Governance section on [www.q-park.com](http://www.q-park.com).

 For information about our Code of Ethics we refer you to the Code of Ethics section on [www.q-park.com](http://www.q-park.com).

 For the most up-to-date organisation chart we refer you to the Organisation chart section on [www.q-park.com](http://www.q-park.com).

 For the most up-to-date personal profiles of the Executive Board members we refer you to the Executive Board section on [www.q-park.com](http://www.q-park.com).

 For the most up-to-date personal profiles of the Supervisory Board members we refer you to the Supervisory Board section on [www.q-park.com](http://www.q-park.com).

## We value your feedback

We value your feedback on our CSR report as this will help us to further improve its quality. Should you have any questions or comments, we would like to hear from you by e-mail: [cmc@q-park.com](mailto:cmc@q-park.com). You may also post your response to us at the address given in the contact details. We will endeavour to respond within five working days.

 You can also get in touch with us using the contact form on our website [www.q-park.com](http://www.q-park.com).

# OVERVIEWS

## PERFORMANCE INDICATORS

### Performance and targets

PI	Description	2015	2016	2017	2020 Target <sup>1</sup>	MtrI <sup>2</sup>
<b>OUR FINANCIAL PERFORMANCE</b>						
<b>Economic performance</b>						
G4-EC1	Direct economic value generated and distributed (x EUR million) <sup>3</sup>	185.0	194.9	n/a		+ <sup>4</sup>
	- net revenue	809.1	825.0	854.5		+
	- net result	90.9	128.9	n/a		+
	- operating cash flow	193.9	202.8	n/a		+
G4-EC4	Financial assistance received from government (x EUR 1,000)	673	873	452		+
QFA-5	Percentage of parking revenue which was pre-booked	0.8%	0.9%	1.1%	3.0%	++ <sup>5</sup>
QEC-7	Total capital investment (x EUR million)	46	59	65		+
QSO-9	Expense for societal activities in (local) communities: money, materials, food/beverages, etc. (EUR)	335,913	411,501	403,429	0,20% OPEX	++
<b>Compliance with laws and regulations</b>						
G4-SO8	Significant fines and sanctions for non-compliance with laws		0	0		+
G4-EN29	Significant fines and sanctions for non-compliance with environmental laws and regulations		0	0		+
G4-PR9	Significant fines and sanctions for non-compliance with the provision and use of products and services		0	0		+
<b>OUR PRODUCTS &amp; SERVICES</b>						
<b>Mobility modes and integrated parking</b>						
QMO-1	Owned and long-leased parking spaces within 300 metres:					
	- of major public transport nodes	108,993	112,970	114,221	40%	++
	- of bicycle parking and/or bicycle rental	105,099	107,531	106,226	40%	++
<b>Facilitating cars with enhanced environmental performance</b>						
QFA-6	Owned and long-leased parking spaces specifically allocated to:	1,349	1,551	1,969	0.6%	++ <sup>6</sup>
	- electric cars, with electric charging station	591	825	1117		
	- car sharing propositions and other enhanced environmental performance programmes	758	726	852		