

**We
Develop
Quality**

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



OVERVIEWS

PERFORMANCE INDICATORS

Performance and targets

PI	Description	2015	2016	2017	2020 Target ¹	Mtrl ²
OUR FINANCIAL PERFORMANCE						
Economic performance						
G4-EC1	Direct economic value generated and distributed (x EUR million) ³	185.0	194.9	n/a		+ ⁴
	- 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%	++ ⁵
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	++
Compliance with laws and regulations						
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		+
OUR PRODUCTS & SERVICES						
Mobility modes and integrated parking						
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%	++
Facilitating cars with enhanced environmental performance						
QFA-6	Owned and long-leased parking spaces specifically allocated to:	1,349	1,551	1,969	0.6%	++ ⁶
	- electric cars, with electric charging station	591	825	1117		
	- car sharing propositions and other enhanced environmental performance programmes	758	726	852		

PI	Description	2015	2016	2017	2020	
					Target ¹	MtrI ²
Local community health & safety						
QSO-1a	Built, owned and long-leased parking facilities (PFs) with AEDs publicly accessible	214	224	224	70%	++ +
QSO-1b	Built, owned and long-leased PFs with AEDs	346	329	324	90%	++
QSO-1c	Other available AEDs (optional)	140	142	143		+
QSO-2	Built, owned and long-leased PFs with toilets available or guidance to toilets	237	239	241	70%	++ +
QSO-3	Built, owned and long-leased PFs with jump leads	389	380	375	90%	++ +
Parking information						
QEC-1	Publications and/or speaking engagements on fair parking tariff strategies in target cities	175	189	178	200 ⁷	++ +
QEC-2	Owned and long-leased PFs with parking tariff strategies differentiated to supply and demand	395	405	478	60%	++
Innovation and digital capabilities						
QMO-3/ QFA-3	Owned and long-leased PFs connected to dynamic traffic guidance systems	393	392	409	70%	++ +
QMO-4	Owned and long-leased PFs providing information on 1) mobility options and/or 2) location/prices of alternatives < 1 km (≈15 min walk)	253	263	289	35%	++ +
Accessibility of parking facilities						
QFA-1	Owned and long-leased PFs that have reached the indication 'full' on >25 days	123	118	127	13%	++
QFA-2	Total number of days all these PFs with indication 'full'	9,549	9,375	9,745	15%	++
OUR ENVIRONMENTAL IMPACT						
Energy savings (reduction in energy consumption)						
QEN-4	CO ₂ (kg) per parking space, owned and long-leased:	153	149	140		+
QEN-4a	- above ground	153	152	84		+
QEN-4b	- below ground	167	160	146		+
QEN-4c	- off-street	57	64	38		+
	Carbon footprint per car kilometre (kg CO ₂)	0.199	0.191	0.166		+

PI	Description	2015	2016	2017	2020	
					Target ¹	Mtrl ²
	Carbon footprint per car (kg CO ₂)	4,568	4,403	3,738		+
QEN-4f	Number of petrol vehicles	100	83	106		+
QEN-4i	Number of diesel vehicles	478	480	468		+
QEN-4l	Number of LPG vehicles	5	7	7		+
QEN-4o	Number of bio-diesel (20%) vehicles	1	0	1		+
QEN-4r	Number of hybrid vehicles ⁸	84	93	105		+
QEN-4u	Number of electric vehicles	50	57	70		+
QEN-4w	Number of one-way plane tickets (0 - 1,000 km)	1,092	1,395	1,835		+
QEN-4x	Number of one-way plane tickets (> 1,000 km)	305	470	362		+
QEN-4y	Number of train tickets (0 - 500 km)	2,495	2,514	2,913		+
QEN-4z	Number of train tickets (>500 km)	584	481	606		+
G4-EN3	Energy consumption within the organisation (in GJ)	405,136	398,199	397,290		+
	Direct energy consumption (in GJ)	44,369	42,442	42,949		+
	Indirect energy consumption (in GJ)	360,767	355,757	354,341		+
	Energy consumption outside the organisation (business and employee commuting) (in MJ)	7	7	-		+
G4-EN4	Energy intensity per PF (in GJ) ⁹	507	489	453		+
	Energy intensity ratio per parking space (in GJ) ⁹	2,202	2,118	1,967		+
G4-EN6	Reduction in energy consumption (in GJ) ⁹	-7,846	-1,928	-909		+
	Costs saving by energy savings (EUR)	-316,610	-316,609	-316,608		+
Emissions						
G4-EN7	Total direct and indirect greenhouse gas emissions by weight	32,061	31,888	32,150		+
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1 in tCO ₂)	3,393	3,274	3,062		+
G4-EN16	Indirect greenhouse gas (GHG) emissions (scope 2 in tCO ₂)	28,385	28,248	28,685		+
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3 in tCO ₂)	279	366	403		+
G4-EN18	Greenhouse gas (GHG) emissions intensity:					
	- direct (scope 1) and indirect (scope 2)	31,533	31,266	31,474		+
	- other (scope 3)	224	280	341		+

PI	Description				2020	Mtrl ²
		2015	2016	2017	Target ¹	
	- employee intensity ratio (tCO ₂ emissions per employee) ⁹	13	13	13		+
	- PF intensity ratio (tCO ₂ emissions per owned and long-leased PF) ⁹	40	39	36		+
G4-EN19	Reduction of GHG emissions and reductions in tCO ₂	-784	-211	268		+
Water						
G4-EN8	Total water withdrawal from municipal water or other water utilities in m ³	56,219	58,295	59,596		+
	Water withdrawal per parking space in m ³	0.306	0.310	0.295		+
G4-EN9	Total water consumption (m ³) of offices	3,314	3,614	2,155		+
Numbers						
	Owned and long-leased PFs	799	814	877		
	Built, owned and long-leased PFs	370	373	400		
	Owned and long-leased parking spaces	299,509	302,254	307,784		
	Target cities	121	121	121		
	Employees ¹⁰	2,519	2,507	2,521		
OUR PEOPLE						
Employment practices						
G4-10	Number of employees by employment contract and gender:	2,519	2,507	2,521		+
	- number of full-time contracts:	1,732	1,730	1,799		+
	- temporary contracts (m)	49	48	65		+
	- temporary contracts (f)	21	10	15		+
	- permanent contracts (m)	1,324	1,309	1,346		+
	- permanent contracts (f)	338	363	373		+
	- number of part-time contracts:	787	777	722		+
	- temporary contracts (m)	61	68	31		+
	- temporary contracts (f)	31	28	12		+
	- permanent contracts (m)	489	461	448		+
	- permanent contracts (f)	206	220	231		+

PI	Description				2020	Mtrl ²
		2015	2016	2017	Target ¹	
	- a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including contractors	No	No	No		+
	- significant variations in employment numbers	No	No	No		+
G4-11	Percentage of employees covered by collective bargaining agreements	63%	64%	60%		+
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities					
	Total number of incidents	136	151	219		+
	Total number of lost days	1,203	1,835	1,522		+
Employee satisfaction						
QSO-10	Results of employee satisfaction surveys (PPI weighted average)		72	n.a.	80	++
Training and education						
QEC-3	Employees trained on parking tariff strategies	237	170	147	15%	++ +
G4-LA9	Total training hours per year per employee:	14	16	16		+
	- male	7	12	10		+
	- female	8	9	12		+
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings:					
	- type and scope of programmes implemented and assistance provided to upgrade employee skills	104	118	118		+
	- transition assistance programmes provided to facilitate continued employability and management of career endings resulting from retirement or termination of employment	21	15	39		+
G4-LA11	Percentage of employees receiving regular performance and career development reviews:					
	- employees in management positions (m)	79%	78%	91%		+
	- employees in management positions (f)	79%	78%	80%		+

PI	Description				2020	
		2015	2016	2017	Target ¹	Mtrl ²
	- employees in non-management positions (m)	89%	92%	92%		+
	- employees in non-management positions (f)	81%	84%	90%		+
GRESB 33	Employees receiving regular general and sustainability-specific training:					
	- employees receiving regular general training	1,606	1,660	1,574		+
	- employees receiving sustainability-specific training	34	78	80		+
	- percentage of employees receiving regular general training	64%	66%	62%		+
	- percentage of employees receiving sustainability-specific training	1%	3%	3%		+
QSO-4	Employees trained in heart resuscitation ¹¹	536	547	435	30%	++
QSO-5	Employees trained in first aid ¹¹	557	449	422	30%	++
QSO-6	Employees trained in conflict management ¹¹	638	558	632	25%	++

Anti-corruption

G4-SO3	Percentage of operations assessed for risks related to corruption		100%	100%		+
G4-SO4	Number of communication and training on anti-corruption policies and procedures		0	0		+
G4-SO5	Number of confirmed incidents of corruption		0	0		+

OUR SOCIAL ENGAGEMENT

Partnerships

QMO-7	Target cities with owned and long-leased PFs with active involvement in municipal parking policies	47	44	44	50%	++
QSO-8	Owned and long-leased PFs that collaborate with driving schools	51	55	34	10%	++ +

Customer satisfaction

G4-PR5	Results of customer satisfaction surveys (scale 1-5)				4	++
QSO-7	Number of awards and/or certifications:	115	110	160		+
	- internal and/or external awards (EPA, employee of the year, parking host, etc.)	100	95	152		+
	- external certifications (ADAC, ISO 14001, etc.)	15	15	8		+

PI	Description	2015	2016	2017	2020	
					Target ¹	Mtrl ²
Transparent and integrated reporting						
	Dutch Ministry of Economic Affairs Transparency	31	47	56	Top 50	++
QSO-12	Benchmark ranking					+
QSO-13	GRESB overall score	29	29	33	Follow	++

1 Percentage in relation to the reporting year.

2 Mtrl = Material.

3 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.

4 += Monitoring.

5 +++ = Limited change.

6 ++++ = Ambitious action.

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

8 Emissions calculation based on petrol, as hybrid cars can have a combination of electric, petrol and diesel.

9 Due to improved data quality procedures we have more accurate data for 2016 and 2015. We have therefore restated the figures for both years.

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

11 First time or refresh.

General information

GRI Table	Description	Chapter, Information and/or Reference
Strategy and analysis		
G4-1	CEO statement	Review of business
G4-2	Key impacts, risks, and opportunities	Risk management and Stakeholder dialogue
Organisational profile		
G4-3	Name of the organisation	Q-Park BV
G4-4	Primary brands, products, and services	Profile and Review of Business
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
G4-9	Scale of the organisation	Profile
G4-10	Number of employees by employment contract	Performance indicators
G4-11	Percentage of employees covered by collective bargaining agreements	Performance indicators
G4-12	Describe the organisation's supply chain	Review of business and Governance
G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	Review of business
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 participates	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

GRI Table	Description	Chapter, Information and/or Reference 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 2017
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
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

GRI Table	Description	Chapter, Information and/or Reference
Report profile		
G4-28	Reporting period and publication date	1 January to 31 December 2017, publication: 24 April 2018
G4-29	Date of most recent previous report	12 April 2017
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 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	CSR Accounting framework, CSR Governance and Reporting principles
Governance		
G4-34	Governance structure of the organisation	CSR Governance and Organisation chart.
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

GRI Table	Description	Chapter, Information and/or Reference
G4-38	<p>The composition of the highest governance body and its committees by:</p> <ul style="list-style-type: none"> - 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)
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	<p>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.</p>	<p>A. CSR Governance, CSR Remuneration and Annual accounts (note 18). Reporting and Remuneration. Without review by an independent party.</p> <p>B. Stakeholders</p>

GRI Table	Description	Chapter, Information and/or Reference
G4-45	<p>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.</p>	
G4-45	<p>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.</p> <p>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.</p>	<p>A. Governance. Due-diligence processes are discussed in our Code of Ethics, B. Stakeholder dialogue and Stakeholders</p>
G4-46	<p>The highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.</p>	<p>Risk management and CSR Governance</p>
G4-47	<p>Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities.</p>	<p>SB report: Quarterly</p>
G4-48	<p>Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.</p>	<p>CSR Governance: CSR committee, SB</p>
G4-49	<p>Process for communicating critical concerns to the highest governance body.</p>	<p>SB Report: Quarterly reports and figures. The EB also meets weekly to discuss key issues</p>
G4-50	<p>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.</p>	<p>Dealing with stakeholders' concerns. The EB meets weekly to discuss key issues</p>
G4-51	<p>A. Remuneration policies for the highest governance body and senior executives for the types of remuneration below:</p> <ul style="list-style-type: none"> - Fixed pay and variable pay - Performance-based pay - Equity-based pay - Bonuses - Deferred or vested shares - Sign-on bonuses or recruitment incentive payments 	<p>A. Financial statements: Notes on the consolidated financial statements and note 18, B. CSR Remuneration</p>

GRI Table	Description	Chapter, Information and/or Reference
	<ul style="list-style-type: none"> - 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 <p>B. How performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental, and social objectives.</p>	
G4-52	<p>Process for determining remuneration; Whether remuneration consultants are involved in determining remuneration and whether they are independent of management; Any other relationships which the remuneration consultants have with the organisation.</p>	<p>Annual accounts (note 18) and Governance: Remuneration</p>
G4-53	<p>How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.</p>	<p>Q-Park considers this indicator not relevant</p>
G4-54	<p>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.</p>	<p>Q-Park considers this indicator not relevant. We have an impact on local communities through the salaries we pay our employees</p>
G4-55	<p>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.</p>	<p>Q-Park considers this indicator not relevant. We have an impact on the local communities through the salaries we pay our employees</p>
Ethics and integrity		
G4-56	<p>Organisation's values, principles, standards and norms of behaviour</p>	<p>CSR Governance, Code of Ethics, OECD & UNGC Code, Business Partner Code, MarCom Code, Sponsor Code CCTV Code, Allgemeines Gleichbehandlungsgesetz,</p>

GRI Table	Description	Chapter, Information and/or Reference
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		
Construction and Real Estate Sector Supplement (CRESS)	Key sector-specific issues, including: <ul style="list-style-type: none"> - 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

GRI Table	Description	Chapter, Information and/or Reference
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, Our social engagement, 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
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

GRI Table	Description	Chapter, Information and/or Reference
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	Our financial performance and Performance indicators

Category: social

Working conditions

DMA	The expertise and commitment of our 2,521 employees in four regions and 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 a varied workforce and we pay special attention to the welfare and safety of our employees	Our people and Performance indicators
------------	---	---------------------------------------

Training & education

G4-LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities	Our people and Performance indicators
G4-LA9	Total training hours per year per employee	Our people and Performance indicators
G4-LA10	Programmes for skills management and life-long learning that support the continued employability of employees and assist them in managing career endings	Our people and Performance indicators
G4-LA11	Percentage of employees receiving regular performance and career development reviews	Our people 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	Our people, CSR Codes and Performance indicators
G4-SO3	Percentage of operations assessed for risks related to corruption	Our social engagement and Performance indicators

GRI Table	Description	Chapter, Information and/or Reference
G4-SO4	Number of communication and training on anti-corruption policies and procedures	Our social engagement and Performance indicators
G4-SO5	Number of confirmed incidents of corruption	Our social engagement and Performance indicators
G4-SO8	Fines and sanctions for non-compliance with laws	Our financial performance 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	Our social engagement, CSR Codes and Performance indicators
G4-PR5	Results of survey measuring customer satisfaction	Our social engagement and Performance indicators
G4-PR9	Fines and sanctions for non-compliance with the provision and use of products and services	Our financial performance 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.