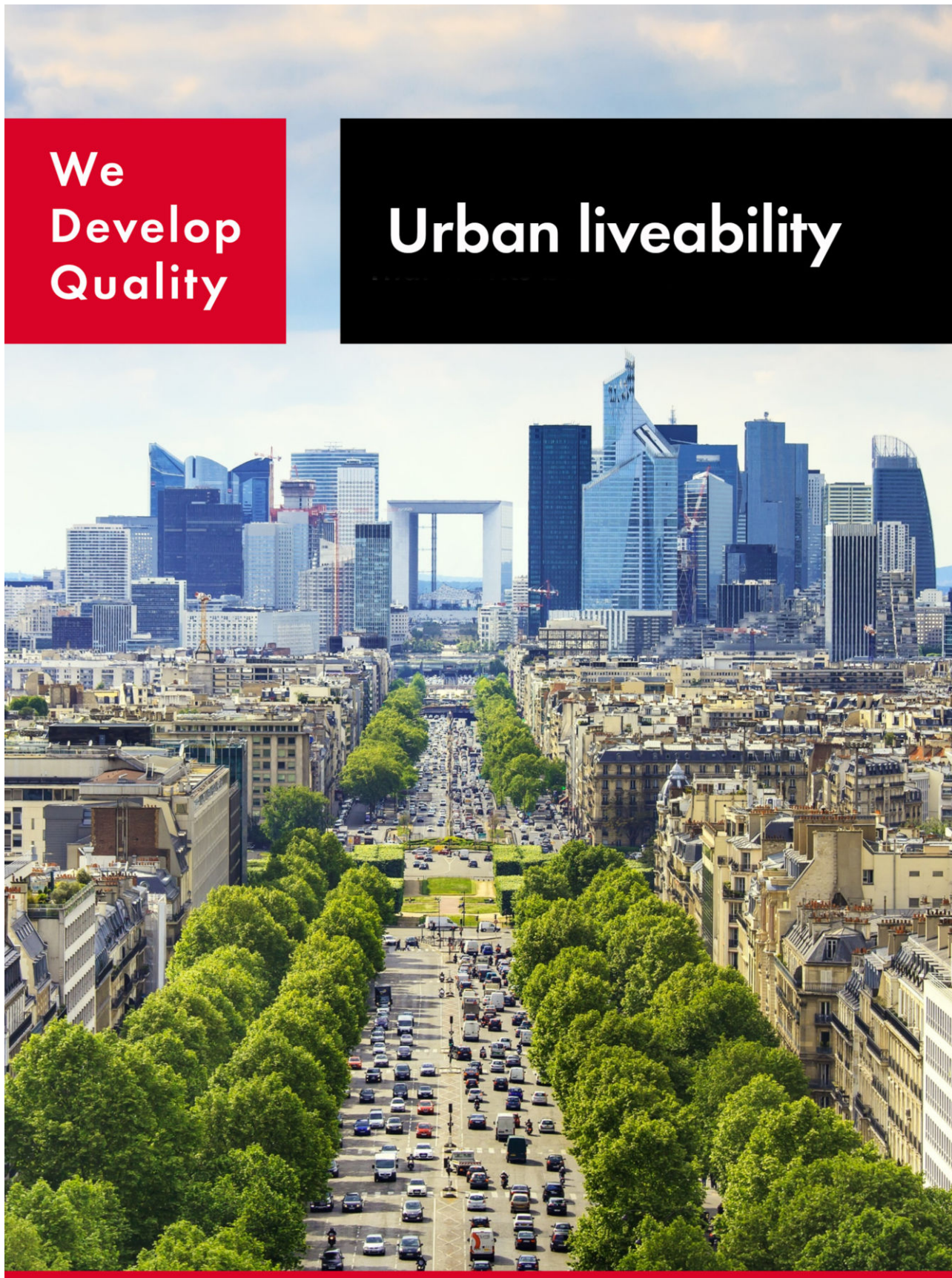


ANNUAL CSR REPORT 2021

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 5: GRI Foundation

GRI Index	Disclosure	Information and/or Reference
Reporting principles		
101	Foundation 2016	
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 6: GRI General disclosures

GRI Index	Disclosure	Information and/or Reference
Organisational profile		
102	General disclosures 2016	
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	Our people
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	Anti-corruption 2016	
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	Anti-competitive behaviour 2016	
206-1	Legal actions for anti-competitive behaviour, 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 labour agreements	Performance highlights
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 2021, publication: 19 April 2022
102-49	Changes in reporting	Governance, policies and codes
102-50	Reporting period	Annually
102-51	Date of previous report	20 April 2021
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	This report has been prepared in accordance with the GRI Standards: Core option
102-55	GRI Content Index	GRI Content
102-56	External assurance	No external assurance
207	Tax	Annual Report

Table 7: GRI Management approach & Topic-specific disclosures

GRI Index	Disclosure	Information and/or Reference
Customer satisfaction		
103	Material topics 2016	
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	Customer privacy 2016	
418-1	Customer privacy	Privacy Policy. No substantiated complaints identified.
Own indicator	Google review	Customer satisfaction
Sustainable 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 micromobility	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
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	Economic performance 2016	
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	Indirect economic impacts 2016	
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 points	EV charging points
Cybersecurity		
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	Cybersecurity awareness programme	Cybersecurity
Employee development		
103-1	Explanation of the material topic and its boundary	Our people
103-2	Management approach and its components	"
103-3	Evaluation of management approach	What we can do better
403	Occupational health and safety 2016	
403-9	Work-related injuries	Health & Safety
404	Training and education 2016	
404-1	Average hours of training per year per employee	Training & Development
Energy consumption		
103-1	Explanation of the material topic and its boundary	Our environmental impact
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
302	Energy 2016	
302-1	Energy consumption within the organisation	"
302-2	Energy consumption outside the organisation	"
302-3	Energy intensity	"
302-4	Reduction of energy consumption	"
Urban liveability		
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	Sustainable urban mobility	Mobility hubs

Strategic partnerships

103-1	Explanation of the material topic and its boundary	Commercial programme
103-2	Management approach and its components	"
103-3	Evaluation of management approach	"
Own indicator	EV charging solutions	EV charging programme

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