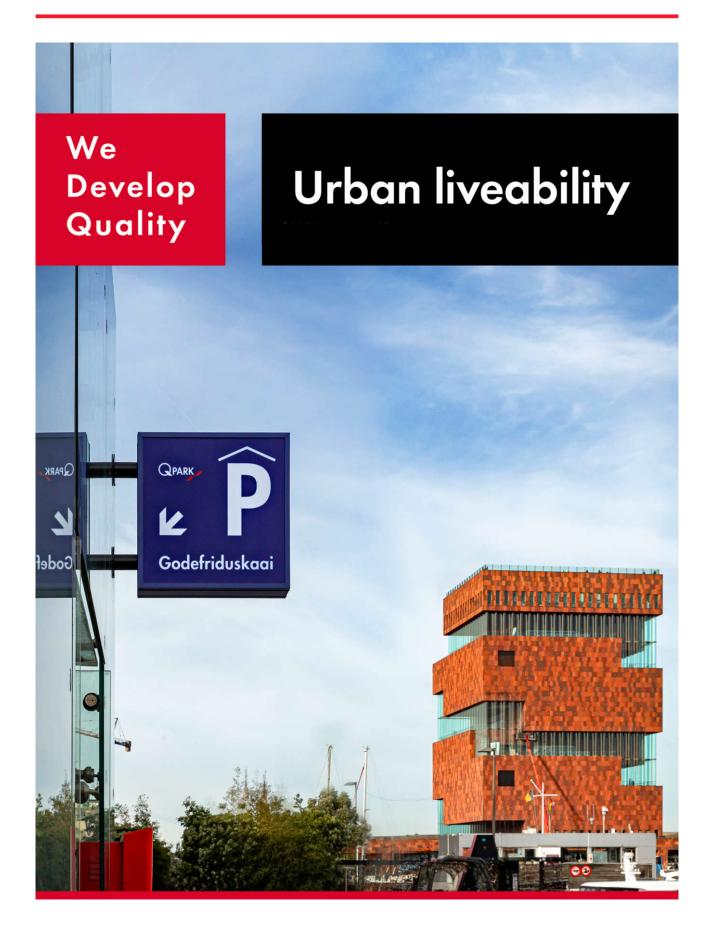
# ANNUAL CSR REPORT 2023





# GLOSSARY

#### AED

Automatic External Defibrillator, a resuscitation device

#### AIB

Association of Issuing Bodies - develops, uses and promotes a European, harmonised and standardised system of energy certification for all energy carriers: the European Energy Certificate System - EECS.

**ANPR** Automatic Number Plate Recognition

API Application Programming Interface

**AR** Annual Report

**CCTV** Closed-circuit television

**CLA** Collective Labour Agreement

#### **Climate neutral**

Refers to the idea of achieving net zero GHG by balancing those emissions so they are ≤ to the emissions that get removed through the planet's natural absorption

# $\rm CO_2$

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

CPI Consumer Price Index

**CPO** Charge Point Operator

# CSFs

Critical Success Factors

# CSR

Corporate Sustainable Responsibility

### CSRD

Corporate Sustainability Reporting Directive

#### DEFRA

UK government body issuing emission conversion factors are for use by UK and international organisations to report on 2023 greenhouse gas emissions. [See https://www.gov.uk/ government/publications/greenhouse-gas-reportingconversion-factors-2023]

# Dutch GAAP

The Dutch GAAP includes the Dutch Civil Code and the Dutch Accounting Standards published by the Dutch Accounting Standards Board.

#### EBITDA

Earnings Before Interest Tax Depreciation and Amortisation

#### EPA

European Parking Association

#### **ERM** Enterprise Risk Management

**ESG** Environmental, social and governance

# ESPA

European Standard Parking Award

#### ESRS

European Sustainability Reporting Standard. In April 2021, the European Commission adopted a legislative proposal for a Corporate Sustainability Reporting Directive (CSRD) that requires companies within its scope to report using a double materiality perspective in compliance with European Sustainability Reporting Standards (ESRS) adopted by the European Commission as delegated acts.

#### EU

European Union

**EV** Electric vehicle

GDPR General Data Protection Regulation

**GHG** Green House Gas emissions

#### GHG Scope 1, 2 and 3

Scope 1 covers direct emissions from owned or controlled sources. Scope 2 covers indirect emissions from the purchase and use of electricity, steam, heating and cooling. By using the energy, an organisation is indirectly responsible for the release of these GHG emissions. Scope 3 includes all other indirect emissions that occur in the upstream and downstream activities of an organisation.

#### GRI

Global Reporting Initiative; draws up worldwide guidelines for sustainability reporting

**GSM** Global System for Mobile Communications

HRM Human Resources Management

#### ICE

Internal Combustion Engine

# ICT

Information and Communication Technology

#### ISO

International Organisation for Standardisation

#### KPIs

Key Performance Indicators

#### LED

Light Emitting Diode

#### LTP

Long-term parking, i.e. season tickets

#### P+R

Park + Ride – a car park with public transport connections that allows motorists to leave their vehicles and transfer to a bus, rail system (rapid transit, light rail, or commuter rail), or carpool for the remainder of the journey

#### PaSS

Parking as a Smart Service

# PCI DSS

Payment Card Industry Data Security Standard

# PFs

**Parking Facilities** 

#### PHEV

Plug-in Hybrid Electric Vehicle

#### PMS Parking Management System

POIs

# Points of interest

PRMs Persons with Reduced Mobility

#### PSs

**Parking Spaces** 

#### QCR

Q-Park Control Room, the international central control room which is linked to the parking facilities via intercom

### QMH

Q-Park Mobility Hub.

A parking facility where different transport modalities and services are offered to commuters, visitors and/or residents; where people can interchange between car, public transport and/or shared mobility and micromobility options, including bicycle parking, shared micromobility services, rental car services; equipped with EV charging points, and may include fast-charging services; connected to a digital ecosystem, enabling ANPR, pre-booking, parking app options and/or season ticket options.

#### SDGs

United Nations Sustainable Development Goals

#### SMP

Strategic Mobility Partnership

#### STP

Short-term parking i.e. single parking transactions

#### SUMP

Sustainable Urban Mobility Plan

#### VEXPAN

Platform for parking in the Netherlands

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