

ANNUAL CSR REPORT 2023

We
Develop
Quality

Urban liveability



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 \leq to the emissions that get removed through the planet's natural absorption

CO₂

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-reporting-conversion-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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