



Pré des Pêcheurs, Antibes, France, winner of the EPA 2015 special jury prize

## OVERVIEWS

### PERFORMANCE INDICATORS

#### Performance & Targets

PI	Description	2013	2014	2015	2017 Target <sup>1</sup>	Mtrl <sup>2</sup>
<b>FINANCIAL</b>						
<b>Economic performance</b>						
G4-EC1	Direct economic value generated and distributed (EUR million)	185.2	184.8	185.0		+ <sup>3</sup>
	- net revenue	742.2	768.8	809.1		+
	- net result	-146.5	-227.7	80.6		+
	- operating cashflow	77.2	89.9	136.2		+
G4-EC4	Financial assistance received from government (x EUR 1,000)	4,896	7,806	673		+
QFA-5	Percentage of parking revenue which was pre-booked or reserved		0.7%	0.9%	3%	++ <sup>4</sup>
<b>Economic impact</b>						
QEC-7	Total capital investment (EUR million)	51	52	46		+
<b>MANUFACTURED</b>						
<b>Mobility modes and integrated parking</b>						
QMO-1	Owned and long-leased parking spaces within 300 metres:					
	- of major public transport nodes	100,616	104,761	110,645	35%	++
	- of bicycle parking and/or bicycle rental	80,919	86,410	105,448	30%	++
<b>Sustainable propositions</b>						
QFA-6	Owned and long-leased parking spaces specifically allocated to:	747	1,113	1,349	0.5%	+++ <sup>5</sup>
	- electric cars, with electric charging station	394	479	591		
	- car sharing propositions and other enhanced environmental performance programmes	353	634	758		
<b>Local community health &amp; safety</b>						
QSO-1a	Built owned and long-leased parking facilities (PFs) with AEDs - publicly accessible	47	181	214	60%	+++
QSO-1b	Built owned and long-leased PFs with AEDs	344	336	338	80%	++
QSO-1c	Other available AEDs (optional)	124	128	140		+
QSO-2	Built owned and long-leased PFs with toilets available or guidance to toilets	240	238	244	60%	+++
QSO-3	Built owned and long-leased PFs with jump leads	383	388	393	90%	+++
<b>INTELLECTUAL</b>						
<b>Parking tariff</b>						
QEC-1	Publications and/or speaking engagements on fair parking tariff strategies in target cities	35	66	175	200 <sup>6</sup>	+++

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QEC-2	Owned and long-leased PFs with parking tariff strategies differentiated to supply and demand	426	432	395	60%	++
<b>Parking information</b>						
QMO-3/ QFA-3	Owned and long-leased PFs connected to dynamic traffic guidance systems	312	353	393	50%	+++
QMO-4	Owned and long-leased PFs providing information on 1) mobility options and/or 2) location/prices of alternatives < 1 km (≈15min walk)	191	225	240	50%	+++
<b>Accessibility of parking facilities</b>						
QFA-1	Owned and long-leased PFs that have reached the indication 'full' on >25 days	144	132	123 <sup>7</sup>	15%	++
QFA-2	Total number of days all these PFs with indication 'full'	9,585	10,524	9,549 <sup>7</sup>	15%	++
<b>HUMAN</b>						
<b>Employees</b>						
G4-10	Number of employees by employment contract and gender:	2,593	2,517	2,512		+
	- number of fulltime contracts:	1,711	1,725	1,732		+
	- temporary contracts (m)	63	80	49		+
	- temporary contracts (f)	29	33	21		+
	- permanent contracts (m)	1,281	1,292	1,324		+
	- permanent contracts (f)	338	320	338		+
	- number of part-time contracts:	882	792	780		+
	- temporary contracts (m)	176	140	61		+
	- temporary contracts (f)	45	59	31		+
	- permanent contracts (m)	494	426	482		+
	- permanent contracts (f)	167	167	206		+
	- 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 from contractors	No	No	No		+
	- significant variations in employment numbers	No	No	No		+
G4-11	Percentage of employees covered by collective bargaining agreements	50%	64%	63%		+
QEN-5	Employees who:					
	- number of employees who partake in household CO <sub>2</sub> /footprint calculation programmes	308	318	270		+
	- percentage that partake in household CO <sub>2</sub> /footprint calculation programmes	17.6%	12.5%	10.7%	30%	++
G4-LA 11	Percentage of employees receiving regular performance and career development reviews:					

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	- employees in management positions (m)	73%	77%	79%		+
	- employees in management positions (f)	74%	77%	79%		+
	- employees in non-management positions (m)	83%	87%	89%		+
	- employees in non-management positions (f)	78%	79%	81%		+
QSO-10	Results of employee satisfaction surveys (scale 1-5)				80%	++
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and by gender					
	Total number of incidents	161		136		+
	Total number of lost days	821		1,203		+
<b>Training and education</b>						
G4-LA9	Total training hours per year per employee:	17	16	14		+
	- male	23	16	7		+
	- female	20	19	8		+
QEC-3	Employees trained on parking tariff strategies	184	265	237	15%	+++
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	77	113	101		+
	- transition assistance programmes provided to facilitate continued employability and management of career endings resulting from retirement or termination of employment	11	8	18		+
GRESB 33	Percentage of employees receiving regular general and sustainability-specific training:					
	- employees receiving regular general training		1,651	1,523		+
	- employees receiving sustainability-specific training		78	34		+
	- percentage of employees receiving regular general training		65%	60%		+
	- percentage of employees receiving sustainability-specific training		3%	1%		+
QSO-4	Employees trained in heart resuscitation <sup>8</sup>	419	583	536	35%	+++
QSO-5	Employees trained in first aid <sup>8</sup>	538	634	557	30%	++
QSO-6	Employees trained in irregularity handling <sup>8</sup>	618	550	589	25%	++
<b>SOCIAL</b>						
<b>Local community engagement</b>						
QMO-7	Target cities with owned and long-leased PFs with active involvement in municipal parking policies	43	44	47	50%	++
G4-SO1	Percentage of owned and long-leased PFs with local community engagement, impact assessments, and development programmes implemented		50%	49%		+

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G4-SO2	PFs with significant actual or potential negative impacts on local communities		5	5		+
QSO-9	Expense for societal activities in (local) communities: money, materials, food/beverages, etc. (EUR)	306,139	300,707	335,913	0,30% OPEX	++
<b>Partnerships</b>						
QSO-8	Owned and long-leased PFs that collaborate with driving schools	28	43	51	10%	+++
<b>Customer satisfaction</b>						
G4-PR5	Results of customer satisfaction surveys (scale 1-5)		4.07 <sup>9</sup>		80%	++
<b>Certifications (sustainable)</b>						
QSO-7	Number of awards and/or certifications:	114	116	137		+
	- internal and/or external awards (EPA, employee of the year, parking host, etc.)	109	110	106		+
	- external certifications (ADAC, ISO 14001, etc.)	5	6	31		+
<b>Transparency</b>						
QSO-12	Dutch Ministry of Economic Affairs TB ranking	45	19	31	Top 50	+++
QSO-13	GRESB - overall score	32	30	29	Follow	++
<b>NATURAL</b>						
<b>Energy consumption</b>						
QEN-4	CO <sub>2</sub> (kg) per parking space, owned and long-leased:	167	152	150		+
QEN-4a	- above ground	164	157	157		+
QEN-4b	- below ground	176	161	161		+
QEN-4c	- open air	64	61	61		+
	Carbon footprint per car kilometre (kg CO <sub>2</sub> )	0.182	0.193	0.193		+
	Carbon footprint per car (kg CO <sub>2</sub> )	4,333	4,434	4,434		+
QEN-4f	Number of petrol vehicles	99	110	100		+
QEN-4i	Number of diesel vehicles	479	492	486		+
QEN-4l	Number of LPG vehicles	2	6	5		+
QEN-4o	Number of bio-diesel (20%) vehicles	4	2	1		+
QEN-4r	Number of hybrid vehicles <sup>10</sup>	68	83	84		+
QEN-4u	Number of electric vehicles	30	39	50		+
QEN-4w	Number of one-way plane tickets (0 - 1,000 km)	1,288	1,246	1,082		+
QEN-4x	Number of one-way plane tickets (>1,000 km)	318	365	331		+
QEN-4y	Number of train tickets (0 - 500 km)	1,507	1,940	2,427		+
QEN-4z	Number of train tickets (>500 km)	176	202	584		+
G4-EN3	Energy consumption within the organisation (in GJ)	445,000	429,022	407,909		+

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	Direct energy consumption (in GJ)	47,841	52,215	44,934		+
	Indirect energy consumption (in GJ)	397,159	376,806	362,975		+
G4-EN4	Energy consumption outside the organisation (business and employee commuting) in tCO <sub>2</sub>	6	7	6		+
G4-EN5	Energy intensity per PF (in GJ)	2,983	2,910	2,739		+
	Energy intensity ratio per parking space (in GJ)	5,901	5,584	5,484		+
G4-EN6	Reduction in energy consumption (in GJ)	-4,445	-7,194	-4,147		+
	Costs saving by energy savings (EUR)	-506,216	-556,167	-316,610		+
<b>Emissions</b>						
G4-EN7	Total direct and indirect greenhouse gas emissions by weight	34,016	32,533	31,719		+
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1 in tCO <sub>2</sub> )	3,169	3,027	3,055		+
G4-EN16	Indirect greenhouse gas (GHG) emissions (scope 2 in tCO <sub>2</sub> )	29,696	28,277	28,371		+
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3 in tCO <sub>2</sub> )	295	312	293		+
G4-EN18	Greenhouse gas (GHG) emissions intensity:					
	- direct (scope 1) and indirect (scope 2)		32,146	31,185		+
	- other (scope 3)		137	230		+
	- employee intensity ratio (tCO <sub>2</sub> emissions per employee)		128	123		+
	- PF intensity ratio (tCO <sub>2</sub> emissions per owned and long-leased PF)		595	641		+
G4-EN19	Reduction of GHG emissions and reductions in tCO <sub>2</sub>	2,152	1,483	808		+
<b>Water</b>						
G4-EN8	Total water withdrawal from municipal water or other water utilities in m <sup>3</sup>	66,142	66,142	57,016		+
	Water withdrawal per parking space in m <sup>3</sup>	2.02	3.27	2.94		+
G4-EN9	Total water consumption (m <sup>3</sup> ) of offices		3,134	3,314		+
<b>Numbers</b>						
	Owned and long-leased PFs	801	806	799		
	Owned and long-leased built PFs	370	369	370		
	Owned and long-leased parking spaces	301,265	297,726	297,727		
	Target cities	98	98	121		
	Employees <sup>11</sup>	2,593	2,517	2,512		

<sup>1</sup> Percentage in relation to the reporting year.

<sup>2</sup> Mtrl = Material.

<sup>3</sup> += Monitoring.

<sup>4</sup> ++= Limited change.

<sup>5</sup> +++= Ambitious action.

<sup>6</sup> This is not a percentage, but a target number.

<sup>7</sup> No data was available for Ireland; outcomes for 2014 were used.

<sup>8</sup> First time of refresh.

<sup>9</sup> International Customer Satisfaction Survey 2014.

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<sup>10</sup> Emissions calculation based on petrol, since cars can have a combination of electric, petrol and diesel.

<sup>11</sup> The number of employees is different from the number of FTEs.