

ANNUAL CSR REPORT 2022

We
Develop
Quality

Urban liveability



Contract information

At the end of 2022, Q-Park had 2,066 employees (2021: 1,878) corresponding to 1,762 full-time equivalents (FTEs) (2021: 1,581). The increase in total employees is primarily due to the numbers of part-time contracts and other self-employed people providing services on a temporary basis being included in the count.



Table 2: Employee contract information

	2020	2021	2022
Number of full-time contracts:	1,118	1,099	1,225
- temporary contracts (m)	36	51	80
- temporary contracts (f)	6	14	12
- permanent contracts (m)	880	860	932
- permanent contracts (f)	196	174	201
Number of part-time contracts:	312	779	841
- temporary contracts (m)	8	240	281
- temporary contracts (f)	2	73	88
- permanent contracts (m)	200	310	332
- permanent contracts (f)	102	156	140
Total number of employees	1,430	1,878	2,066
Percentage of employees covered by a CLA	48%	37%	31%

Health & Safety

Q-Park promotes the health and safety of customers and employees. We achieve this mainly by training our employees, equipping them for their work, and by creating a safe and healthy working environment.

Every year, we receive millions of visitors in our parking facilities at all hours of the day. Unfortunately, it is inevitable that our employees will encounter aggressive or inappropriate behaviour. We do everything we can to ensure their well-being.

- | We offer conflict management training.
- | We have CCTV monitoring.
- | Our Parking Attendants who issue control fees have a 'direct contact' button on their GSM.

We consider the well-being of our employees to be a key sustainability issue. For this reason, we now report quarterly on the number of incidents involving employees as well as the resulting lost days.

Results

Table 3: Number of incidents and lost days

	2020	2021	2022
Total number of incidents	43	58	81
Total number of lost days	749	866	1,052
Total number of employees	1,430	1,878	2,066

The incident ratio (number of incidents per employee) is just under 3.9%.

Please note that Health & Safety risk assessments are always the starting point for preventing avoidable incidents and lost days. We conduct different risk assessments for parking facilities, as well as for Parking Hosts and Parking Attendants, who issue control fees. The assessments help us to prioritise relevant actions aimed at preventing and reducing risks. We inspect equipment, and employees receive relevant information and training.

However, risk assessment and training cannot always prevent an incident occurring, for example, where colleagues are involved in accidents caused by third parties. We endeavour to train new colleagues as soon as possible after joining the company.

