

# ANNUAL CSR REPORT 2022

We  
Develop  
Quality

Urban liveability



# OUR EMPLOYEES

The expertise and commitment of our employees and their cooperation and communication are essential for the professionalism, efficiency and attractiveness of our organisation. Only with their commitment are we able to deliver the desired quality in our products and services.

We strive to create a varied workforce and we pay attention to the welfare and safety of our employees.

## Training & Development

Providing continual learning opportunities for all our employees is an important aspect of our employee retention policy. We aim to give all our employees regular training and opportunities for professional development and personal growth.

The majority of our employees work in or near our parking facilities as Parking Hosts. Our social relevance for operational employees is considerable. Together with the retail and cleaning sectors, we are committed to helping people who prefer practical work.

Each country has developed, or has plans to develop, e-learning programmes for employees so training can be followed at any location and at the employee's own pace. Training opportunities available in all countries include job related and first aid training.

The multi-year Cybersecurity Awareness Programme we previously rolled out is still ongoing. This is based on the Q-Park Information Security Governance Framework and is designed to raise awareness of digital security issues among all employees. The online training consists of several modules and relevant topics such as smartphone risks, identity fraud, social media and internet use.

### Results

In 2022, as in the previous year, we were able to provide more training hours for our employees than in the previous year, when coronavirus pandemic restrictions were imposed. We were able to provide in-person training and e-learning courses to 93% (2022: 92%) of all our employees.

Chart 13: Average annual training hours per employee

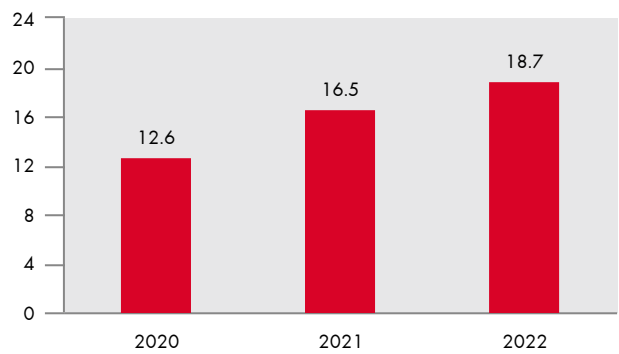
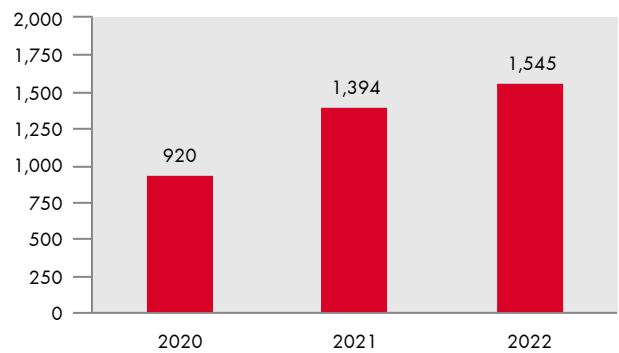


Chart 14: Employees receiving regular training



## 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
<b>Number of full-time contracts:</b>	<b>1,118</b>	<b>1,099</b>	<b>1,225</b>
- temporary contracts (m)	36	51	80
- temporary contracts (f)	6	14	12
- permanent contracts (m)	880	860	932
- permanent contracts (f)	196	174	201
<b>Number of part-time contracts:</b>	<b>312</b>	<b>779</b>	<b>841</b>
- temporary contracts (m)	8	240	281
- temporary contracts (f)	2	73	88
- permanent contracts (m)	200	310	332
- permanent contracts (f)	102	156	140
<b>Total number of employees</b>	<b>1,430</b>	<b>1,878</b>	<b>2,066</b>
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	<b>1,430</b>	<b>1,878</b>	<b>2,066</b>

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.

