ANNUAL CSR REPORT 2022

We Develop Quality

Urban liveability

QPARK Quality in parking

STAKEHOLDERS

Q-Park has a large number of stakeholders. The following overview shows how we engage with and involve our key stakeholders in our policy.

Stakeholders	Requirements	Activities	Resources
Capital market - Shareholders - Bond investors - Banks[1]	• Benchmarking • Financial health and insensitivity to risks • Innovation, research, and development • Transparency and communication • Good reputation • Ethical operating activities and compliance • Privacy and data security • Clarity about the relationship between financial and sustainability reporting	• Strategy, policy, risk management, and calculating financial results • Relationship between financial and sustainability reporting • Reporting according to guidelines, as basis for comparison with other organisations • Reputation management • Compliance with legislation and interpretation of responsibilities • Information over consequences of investments and divestments • Information over future opportunities and product innovations	• General meeting of shareholders, quarterly investor calls and meetings with banks • Website, press releases, annual reports • Compliance • Relationship management • Integrity Policy • CSR Code
Customers - Private - Business[2]	• Fair competition and prices • Accessible parking facilities • Security practices • Quality and good parking services • Privacy and data security • Good complaints processing	• Quality management • Information regarding liability • Health and safety measures • Product development and environmental management	• Website, press releases, annual reports • Compliance • Customer Service Desk • Customer satisfaction surveys • Information at the location

1 Interaction frequency: quarterly

2 Interaction frequency: daily

Stakeholders	Requirements	Activities	Resources
Employees - Existing	Job security and correct remuneration Ethical business operations Safety and good working conditions Good reputation Diversity Transparency and communication	Inform about Q-Park's plans and intentions Work policy and HRM Health and safety measures and prevention of incidents, emergencies, and accidents Education and training Prevention of fraud and undesirable behaviour Risk and reputation management	Consultation between management and employees Performance and appraisal interviews Employee training Internal reputation and communication Employee satisfaction surveys Integrity Policy
Business partners - Suppliers - Commercial parties[1]	Ethical business operations Partnerships Quality Chain responsibility Transparency and communication Innovation, research and development	Inform about Q-Park's plans and intentions Quality control and information about liability Health and safety measures Prevention of fraud and undesirable behaviour Production conditions (also in the chain) Product development and care for the environment Sharing 'best practices' Drafting standards Comply with voluntary agreements within sector	CSR Code Annual reports Negotiations Position papers and showcases Collaboration (on innovation) and consultation Integrity Policy Participate in knowledge platforms

1 Interaction frequency: monthly

Stakeholders	Requirements	Activities	Resources
Municipalities - Local authorities - Communities[1]	Benchmarking Employment Ethical operating activities and compliance Integration of transport modes Viable, accessible, and economically flourishing cities Cooperation and support for social projects	Design and implementation of the policy Sharing 'best practices' Own regional initiatives Modify design of parking facilities to suit the surroundings Sustainable construction, maintenance and renovation Public-Private Partnerships	Website, press releases, annual reports Collaboration and consultation CSR Code Sponsoring and donations
Governments, politics and society as a whole - National governments - EU - International institutes[2]	Safe, healthy, pleasant and social living environment Countering climate change Economical use of raw materials, energy and water Ethical business operations	Initiatives for sustainable urban mobility Prevention and reduction of damaging environmental impact Contribution to transparency of sector	Website, press releases, annual reports Consultation groups Integrity Policy

1 Interaction frequency: monthly

2 Interaction frequency: at least once a year