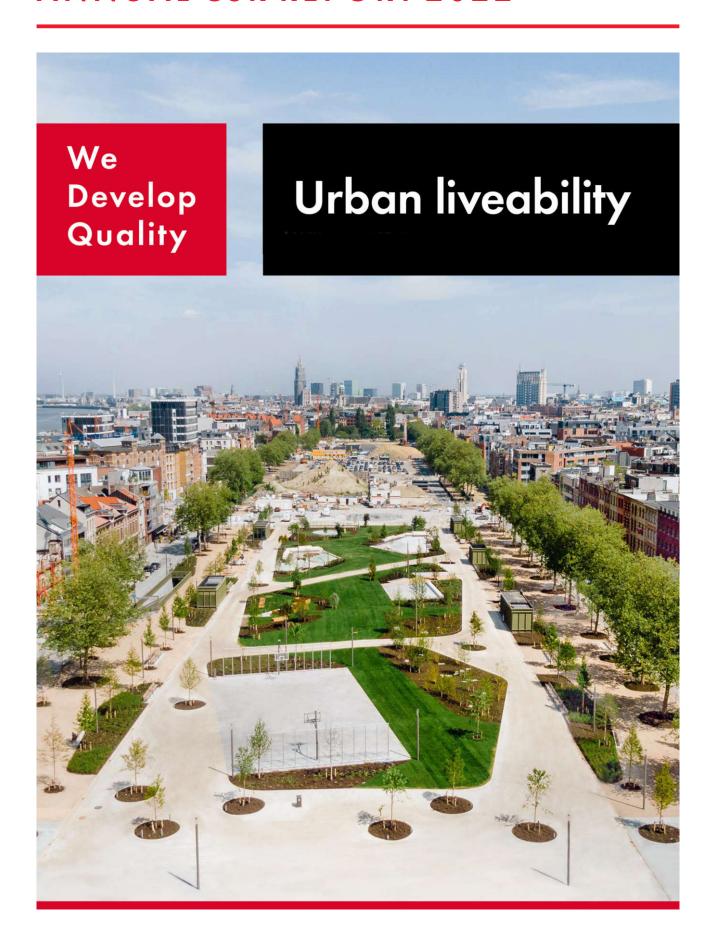
## **ANNUAL CSR REPORT 2022**





PREFACE ABOUT Q-PARK STRATEGY RESULTS OTHER INFORMATION **OVERVIEWS** 

## 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 <sup>1</sup>	I 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 <sup>2</sup>	I Fair competition and prices I Accessible parking facilities I Security practices I Quality and good parking services I Privacy and data security I Good complaints processing	Quality management Information regarding liability Health and safety measures Product development and environmental management	<ul> <li>Website, press releases, annual reports</li> <li>Compliance</li> <li>Customer</li> <li>Service Desk</li> <li>Customer satisfaction surveys</li> <li>Information at the location</li> </ul>	

<sup>1</sup> Interaction frequency: quarterly

<sup>2</sup> Interaction frequency: daily

Stakeholders	Req	uirements	Activ	vities	Reso	urces
Employees - Existing	I	Job security and correct remuneration	I	Inform about Q-Park's plans and intentions	I	Consultation between management
<u>-</u> /g	1	Ethical	1	Work policy and HRM		and employees
		business operations	1	Health and safety measures	1	Performance and
	1	Safety and good		and prevention of incidents,		appraisal interviews
		working conditions		emergencies, and accidents	1	Employee training
	1	Good reputation	1	Education and training	1	Internal reputation
	1	Diversity	1	Prevention of fraud and		and communication
	1	Transparency		undesirable behaviour	1	Employee
		and communication	1	Risk and		satisfaction surveys
				reputation management	1	Integrity Policy
Business	I	Ethical	I	Inform about Q-Park's plans	I	CSR Code
partners		business operations		and intentions	I	Annual reports
- Suppliers	I	Partnerships	T	Quality control and	1	Negotiations
- Commercial	I	Quality		information about liability	1	Position papers
parties <sup>1</sup>	I	Chain responsibility	I	Health and safety measures		and showcases
	I	Transparency	T	Prevention of fraud and	1	Collaboration
		and communication		undesirable behaviour		(on innovation)
	I	Innovation, research	T	Production conditions (also		and consultation
		and development		in the chain)	1	Integrity Policy
			I	Product development and	I	Participate in
				care for the environment		knowledge platforms
			1	Sharing 'best practices'		
			1	Drafting standards		
			I	Comply with voluntary		
				agreements within sector		

<sup>1</sup> Interaction frequency: monthly

Stakeholders	Requirements		vities	Resc	ources
Municipalities - Local authorities - Communities	Benchmarking Employment Ethical operating activities and compliance Integration of transport modes Viable, accessible, and economically flourishing cities Cooperation and		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	1 1 1	Website, press releases, annual reports Collaboration and consultation CSR Code Sponsoring and donations
	support for social projects	I	Public- Private Partnerships		
Governments, politics and society as a whole - National	Safe, healthy, pleasant and social living environment Countering	ı	Initiatives for sustainable urban mobility Prevention and reduction of damaging	1	Website, press releases, annual reports Consultation
governments - EU - International institutes <sup>2</sup>	climate change  Economical use of raw materials, energy and water  Ethical business operations	1	environmental impact Contribution to transparency of sector	T.	groups Integrity Policy

<sup>1</sup> Interaction frequency: monthly

<sup>2</sup> Interaction frequency: at least once a year