

# ANNUAL CSR REPORT 2022

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We  
Develop  
Quality

Urban liveability

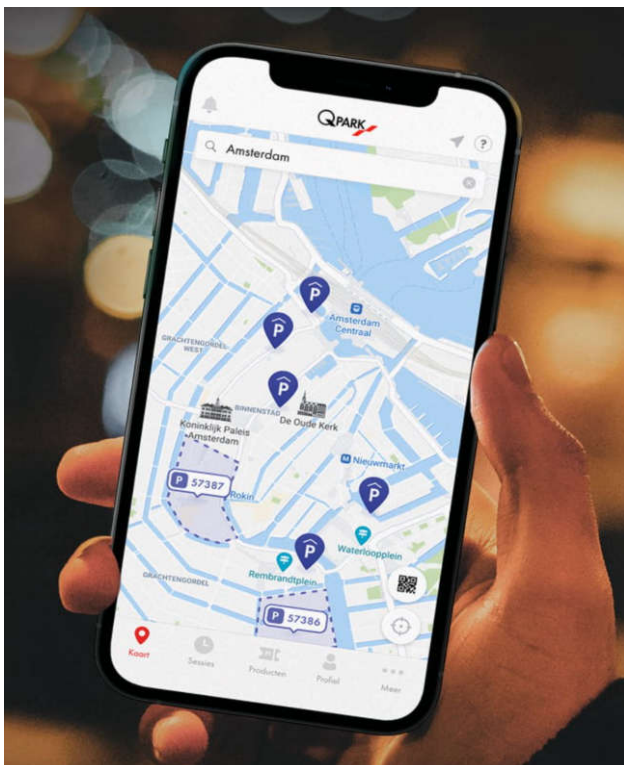


## Q-Park app

As sustainable mobility partner, Q-Park has not only made a transformation in the physical world by adapting parking facilities into multifunctional mobility hubs. Q-Park has also been at the forefront of digital transformation with its Commercial & Digital Programme. Part of this programme and worth giving it a bit more attention is the Q-Park app.

The Q-Park app has reached maturity. It is a digital solution for individual customers as well as for partner organisations. With the app, we offer a digital Parking & Payment solution in one, adding season ticket options and access and identity management with a Quick Response (QR) code.

Figure 21: Q-Park app



In 2022, we launched two important updates to the app. Customers can now enjoy the Q-Park experience wherever they park. Customers park based on their number plate i.e. fully contactless. The new features are:

- | in the Netherlands and Belgium – digital payment by connecting bank account details;
- | in the Netherlands – on-street parking throughout the country, for a quick errand or a visit to the doctor;
- | the app recognises the nearest on-street payment machine and connects the default number plate;
- | payment is taken automatically, customers no longer have to walk to the on-street payment machine;
- | the app provides insights into relevant regulations and keeps users informed on their parking status.

The app offers our customers a better parking experience:

- | helps find the most convenient car park;
- | ANPR contactless access, raising the barrier at the access and exit;
- | no ticket, no touch, no cash and no queues;
- | insight into parking transactions;
- | start and stop on-street parking in the app.

The app expands and integrates our digital parking experience. This is not a one-off project – it's a continuous development and the result of strategic choices and developments initiated several years ago to help keep Q-Park in its market leader position.

## 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

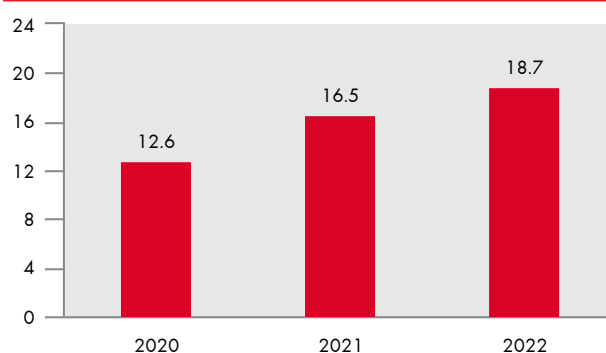


Chart 14: Employees receiving regular training

