

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

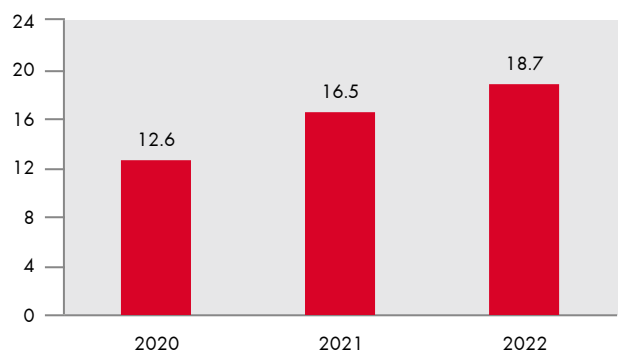
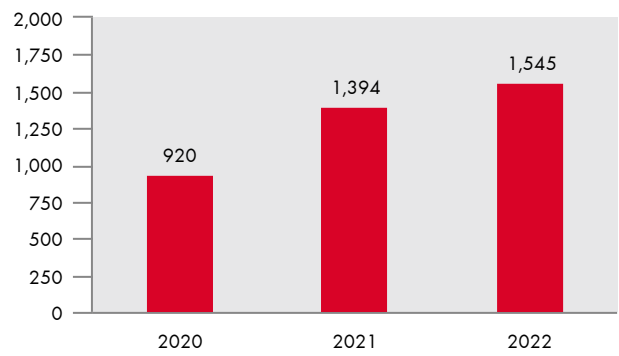


Chart 14: Employees receiving regular training



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
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%