

# ANNUAL CSR REPORT 2022

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**We  
Develop  
Quality**

**Urban liveability**



## 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.

- I We offer conflict management training.
- I We have CCTV monitoring.
- I 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.



## OUR SOCIAL ENGAGEMENT

### Mobility hubs keep cities moving

Mobility hubs are busy places where travellers arrive and depart by different modes of transport, such as bicycle, car, train, or plane. Mobility hubs help urban areas to be accessible and liveable, and enable people to switch transport mode to continue their journey by public transport.

Figure 22: Proximity to alternative mobility options



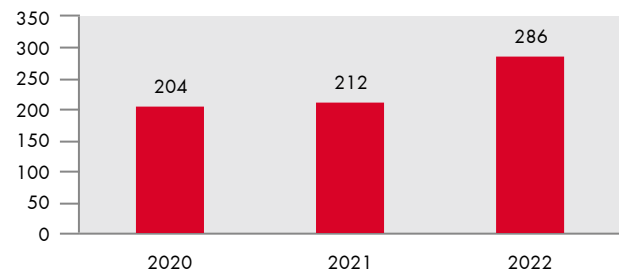
Figure 23: Proximity to lockers and pickup points



#### Results

Our proximity to alternative mobility options has increased considerably in 2022. This is a combination of continuous improvement of proper registration in our back-office system as well as adding assets in our portfolio. We now have 286 owned and long-leased parking facilities (2021: 212) registered at or near major transport hubs.

Chart 15: Parking facilities at major transport hubs



#### Micromobility

By moving car parking from on-street to off-street, cities free up public space for pedestrians and cyclists. Many cities and towns now also wish to move bicycle parking off the streets too. We include bicycle parking in our renovation and new build plans wherever feasible.

There are clear advantages to both municipalities and cyclists in moving bicycle parking off-street, including:

- I public space becomes available for pedestrians, markets and other street activities;
- I dry and secure bicycle parking for cyclists with optional lockers for helmets;
- I e-charging facilities for e-bicycles.

 [More information about bicycle parking solutions.](#)

#### Results

We now have 109 owned and long-leased parking facilities offering bicycle parking (2021: 55). The increase is a combination of continuous improvement of proper registration in our back-office system as well as adding assets to our portfolio.

Chart 16: Parking facilities offering bicycle parking

