

# ANNUAL CSR REPORT 2022

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**We  
Develop  
Quality**

**Urban liveability**



# OVERVIEWS

## GRI CONTENT INDEX

We report with reference to GRI. For your convenience, information and/or reference in the following tables. where relevant, we have included links to the This functionality works both online and in the PDF.

Table 4: GRI General disclosures - organisation and reporting practices

| GRI Index | Disclosure   | Information and/or Reference  |
|-----------|--|---|
| 2-1       | <b>Organisational details</b>  |   |
|           | Legal name   | Q-Park Holding B.V.   |
|           | Nature of ownership & legal form   | Q-Park Holding B.V. is the head of the Group of legal entities included in the consolidation. The Company's direct shareholder is Byzantium Acquisition MidCo 1 B.V. registered at the Chamber of Commerce under number 68802641. |
|           | Location of headquarters   | Maastricht, the Netherlands   |
|           | Countries of operation   | Netherlands, Germany, France, Belgium, United Kingdom, Ireland and Denmark  |
| 2-2       | <b>Entities included in the sustainability reporting</b>   |   |
|           | All entities included in sustainability reporting  | Annual Report   |
| 2-3       | <b>Reporting period, frequency and contact point</b>   |   |
|           | Reporting period and frequency of sustainability reporting   | Calendar year, annually   |
|           | Reporting period for financial reporting   | Calendar year   |
|           | Publication date of the report or reported information   | 18 April 2023   |
|           | Contact point for questions about the report or reported information   | cmc@q-park.com  |
| 2-4       | <b>Restatements of information</b>   |   |
|           | Restatements of information from previous reporting periods:<br>i. reasons for the restatements;<br>ii. effect of the restatements.          | Changes in CSR reporting  |
| 2-5       | <b>External assurance</b>  |   |
|           | Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved | No external assurance planned on the short term. CSRD Compliance (i.e. external assurance) over the reporting year 2025.  |

Table 5: GRI General disclosures - Activities and workers

| GRI Index | Disclosure   | Information and/or Reference   |
|-----------|--|--|
| 2-6       | <b>Activities, value chain and other business relationships</b>  |  |
|           | Active in sectors  | Infrastructure, Parking Facilities and Urban Mobility                      |
|           | Value chain<br>i. activities, products, services, and markets served;<br>ii. supply chain;<br>iii. entities downstream and their activities; | Refer to sections<br>How we create value<br>Supply chain                   |
|           | Other relevant business relationships  | Refer to sections<br>Preface, Profile, Quality in parking, Our innovations |
|           | Significant changes compared to the previous reporting period  | Partnerships with CPOs   |
| 2-7       | Employees  | Our employees  |
| 2-8       | Workers who are not employees  | Information unavailable, no systems to track data.                         |

Table 6: GRI General disclosures - Governance

| GRI Index | Disclosure  | Information and/or Reference  |
|-----------|---|---|
| 2-9       | Governance structure and composition                                | Governance  |
| 2-10      | Nomination and selection of the highest governance body             | Organisation chart and Governance   |
| 2-11      | Chair of the highest governance body                                | The chair of the highest governance body is <b>not</b> an executive officer at Q-Park BV  |
| 2-12      | Role of highest governance body in overseeing management of impacts | Governance  |
| 2-13      | Delegation of responsibility for managing impacts                   | CSR Committee   |
| 2-14      | Role of highest governance body in sustainability reporting         | CEO is chair of CSR Committee   |
| 2-15      | Conflicts of interest   | Integrity policy  |
| 2-16      | Communication of critical concerns                                  | Head of CSR Committee   |
| 2-17      | Collective knowledge of the highest governance body                 | CSR Committee, seminars, information sessions, CSR Executive Programme Erasmus University |
| 2-18      | Evaluating performance of highest governance body                   | Annual self-assessment  |
| 2-19      | Remuneration policies   | No disclosures  |
| 2-20      | Process to determine remuneration                                   | No disclosures  |
| 2-21      | Annual total compensation ratio                                     | No disclosures  |

Table 7: GRI General disclosures - Strategy, policies and practices

| GRI Index | Disclosure   | Information and/or Reference                     |
|-----------|--|--|
| 2-22      | Statement on sustainable development strategy      | Review of sustainable development                |
| 2-23      | Policy commitments                                 | No disclosures                                   |
| 2-24      | Embedding policy commitments                       | No disclosures                                   |
| 2-25      | Processes to remediate negative impacts            | Risk management                                  |
| 2-26      | Mechanisms for seeking advice and raising concerns | Integrity policy                                 |
| 2-27      | Compliance with laws and regulations               | Risk management                                  |
| 2-28      | Membership associations                            | Member of the European Parking Association (EPA) |

Table 8: GRI General disclosures - Stakeholder engagement

| GRI Index | Disclosure                         | Information and/or Reference |
|-----------|------------------------------------|------------------------------|
| 2-29      | Approach to stakeholder engagement | Stakeholders                 |
| 2-30      | Collective bargaining agreements   | Our employees                |

Table 9: GRI Material topics

| GRI Index | Disclosure                           | Information and/or Reference                             |
|-----------|--------------------------------------|--|
| 3-1       | Process to determine material topics | Materiality analysis                                     |
| 3-2       | List of material topics              | Materiality analysis                                     |
| 3-3       | Management of material topics        | Materiality analysis                                     |
|           | Customer satisfaction                | Customer satisfaction                                    |
|           | Mobility                             | Refer to sections<br>Mobility hubs<br>Mobility inclusion |
|           | Digitisation                         | Commercial &<br>Digital Programme                        |
|           | Economic performance (201)           | Review of business                                       |
|           | Emissions (305)                      | Emissions  |
|           | Employment (401)                     | Contract information                                     |
|           | Occupational Health & Safety (403)   | Health & Safety  |

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

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

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