

ANNUAL CSR REPORT 2023

We
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Quality

Urban liveability



SOCIAL

Employee information

At the end of 2023, Q-Park had 2,203 employees (2022: 2,066) corresponding to 1,875 full-time equivalents (FTEs) (2022: 1,762).

Table 3: Employee contract information

	2021	2022	2023
Number of full-time contracts:	1,099	1,225	1,258
- temporary contracts (m)	51	80	52
- temporary contracts (f)	14	12	14
- permanent contracts (m)	860	932	997
- permanent contracts (f)	174	201	195
Number of part-time contracts:	779	841	945
- temporary contracts (m)	240	281	356
- temporary contracts (f)	73	88	121
- permanent contracts (m)	310	332	334
- permanent contracts (f)	156	140	134
Total number of employees	1,878	2,066	2,203
Percentage of employees covered by a CBA	37%	30%	31%

In accordance with updated reporting requirements, we now report on employee demographics, including

employee turnover, attrition and numbers due to retire within the next 5 years.

Table 4: Group-wide employee demographics

	2022	2023
Employees head count	2,066	2,203
FTEs	1,762	1,875
Employees left vs head count (turnover)	9.60%	7.70%
Employees retire* in next 5 years	13.80%	14.20%
Employees with Q-Park for 5 or more years (tenure)	46.90%	42.40%
Maturity of headcount		
- Age under 30	417	461
- Age between 30-50	886	985
- Age above 50	763	757

The following table shows employee diversity and numbers per employment category.

Table 5: Group-wide employees per category

	2022	2023
Employees male	1,619	1,739
- Full-time	1,041	1,049
- Part-time	578	690
Employees female	447	464
- Full-time	216	209
- Part-time	231	255
Employees female diversity		
- Total	21.60%	21.1%
- Full-time	17.20%	16.6%
- Part-time	28.60%	27.0%

Training & Development

Training & Development

Providing continual learning opportunities for all our employees is an important aspect of our employee retention policy. We aim to give 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 provide jobs for people who prefer practical work.

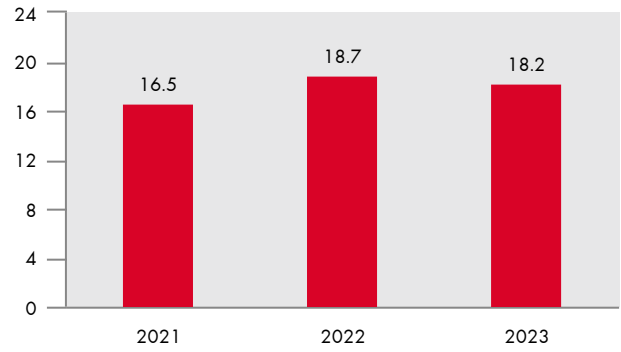
Each country has developed, or has plans to develop, e-learning programmes for employees so training can be followed at any location and at the employee's own pace. Training opportunities available in all countries include job related and first aid training.

The multi-year Security Awareness Programme is ongoing. This is based on the Q-Park Information Security Governance Framework and is designed to raise awareness of security issues among all employees.

Results

In 2023 the average number of training hours per employee remained stable. There is some fluctuation due to employees joining or leaving part way through the year. From 2022 onwards, all Q-Park employees receive some kind of general training each year, including security awareness training.

Chart 25: Average annual training hours per employee



We can also report that on average female employees received slightly more training hours in 2023 than their male colleagues, 56% compared to 44%. In addition, we can report that training hours are distributed more or less equally among management 52% and non-management 48% positions, as shown in the following chart.

Chart 26: Training hours spread

