ANNUAL CSR REPORT 2023

We Develop Quality

Urban liveability

QPARK — Quality in parking

GOVERNANCE

Good governance includes risk management and compliance to regulations and legislation as well as proper supplier relationship management and policies to counter corruption and bribery.

Compliance

Compliance for continuity
Compliance is important to any organisation and at Q-Park we take all aspects of compliance seriously.

I   Our compliance programme covers the most relevant compliance areas for Q-Park. It helps us structure our approach to compliance and is therefore designed to minimise risks to the continuity of our business.

I   Our compliance programme ensures that actions taken as part of the risk control cycle are performed based on a clearly defined plan with clear roles and responsibilities.

Compliance focus areas
Our priority compliance focus areas are:

I   Information security, including PCI DSS
I   Ethics and Integrity
I   Employment and pensions policy
I   Tax, per country and at corporate level
I   GDPR
I   Risk Control framework

Information security

Information security receives special attention
As part of our compliance programme we have established a multi-year Cybersecurity Training and Awareness Programme for employees.

During 2023 we have had one personal data breach as we disclosed e-mail addresses by mistake when informing a select group of season ticket holders about the accessibility of a specific parking facility.

Ethics and integrity

We have the Q-Park Integrity Policy and Trade Sanctions Policy in place. A training and awareness programme is scheduled every two years to raise awareness of the importance of this compliance area and to make improvement actions sustainable.

⊕ Click here for our Integrity Policy.

⊕ Click here for our Trade Sanctions Policy.

Governance, policies and codes

All static information regarding Q-Park governance, policies and codes can be found on our corporate website as this information does not depend on the reporting year.

⊕ Click here for our Corporate governance.

⊕ Click here for our Integrity Policy.

⊕ Click here for our CSR Code.

HRM Portal
All employees have access to our HRM Portal. This is where they can access all relevant HRM services and can find information about their salary, holiday entitlements, benefits and pension as well as their training programme.

We also publish our policies in the HRM Portal, this means employees always have access the latest versions of the:

I   Equal treatment and opportunities for all
I   Working conditions
I   Pensions policy
I   Whistleblower policy
I   Integrity policy