

ANNUAL CSR REPORT 2023

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 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 wellbeing.

- | We offer conflict management training.
- | We have CCTV monitoring and direct links with the police if intervention is needed.
- | Our Parking Attendants who issue control fees wear an assault alarm they can press when needed. When pressed the police are called to rush to their aid.
- | Initiatives with body-cams are being evaluated for further roll out.

We consider the wellbeing of our employees to be a key concern. For this reason, we monitor and report quarterly on the number of incidents involving employees as well as the resulting lost days.

We encourage employees to report all incidents, however small they may seem. By analysing the nature of incidents and their frequency we can put relevant prevention and training programmes in place to help our employees respond appropriately and cope with the consequences of an incident.

Results

The number of incidents reported fluctuates from year to year. However, the number of days lost per incident has decreased steadily over the past few years.

Chart 27: Average lost days per incident

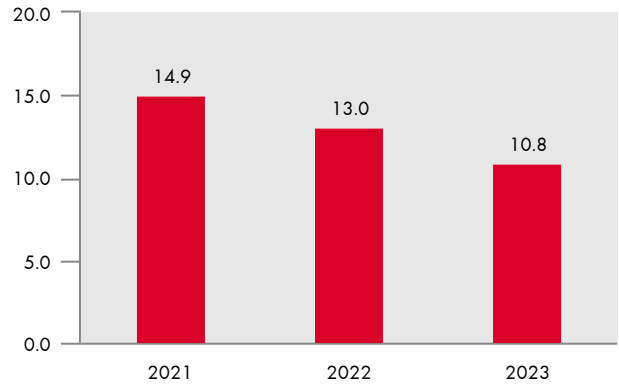
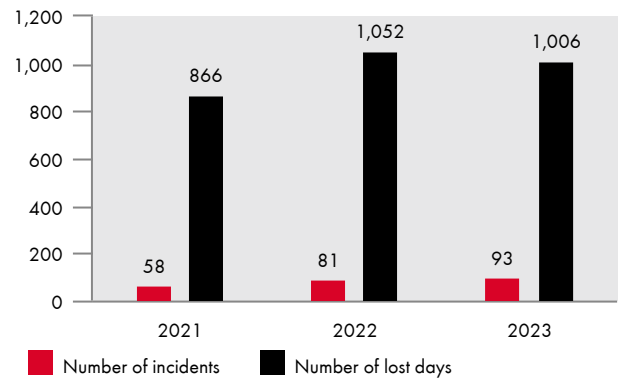


Chart 28: Number of incidents and lost days



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, training and when needed, mental support.