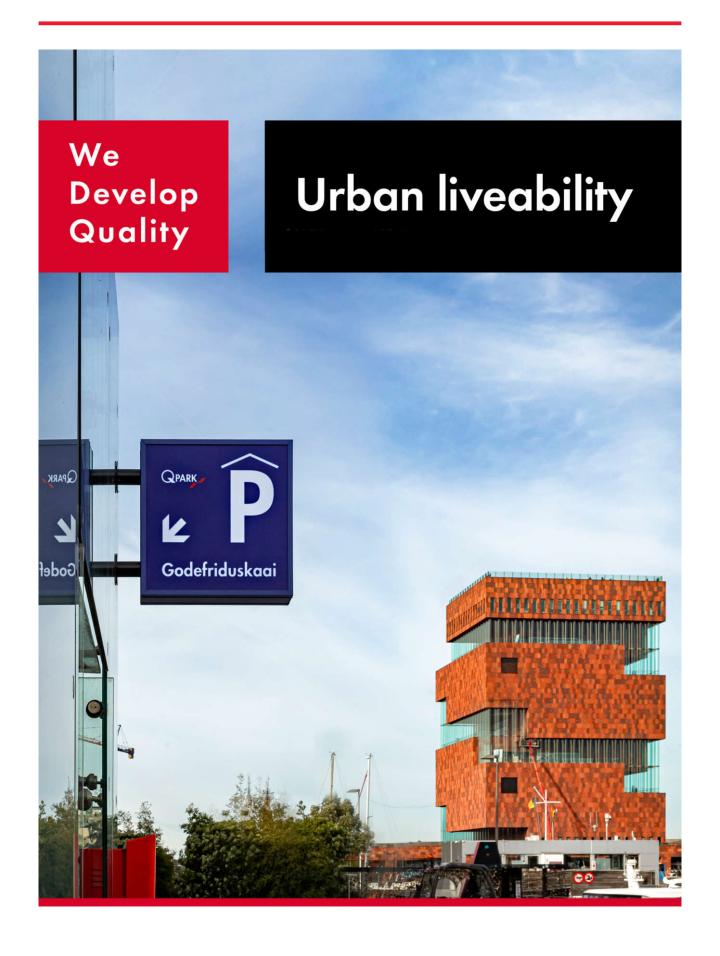
## **ANNUAL CSR REPORT 2023**





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

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

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

Stakeholders	Requirements	Activities	Resources
Employees - Existing	Job security and correct remuneration Ethical business operations Safe working conditions Good reputation Diversity Transparency and communication	Inform about Q-Park's plans and intentions Work policy and HRM Health and safety measures and prevention of incidents, emergencies, and accidents Education and training Prevention of fraud and undesirable behaviour Risk and reputation management	Consultation between management and employees Performance and appraisal interviews Employee training Internal reputation and communication Employee satisfaction surveys Integrity Policy
Business partners - Suppliers - Commercial parties <sup>1</sup>	Ethical business operations Partnerships Quality Chain responsibility Transparency and communication Innovation, research and development	Inform about Q-Park's plans and intentions Quality control and information about liability Health and safety measures Prevention of fraud and undesirable behaviour Production conditions (also in the chain) Product development and care for the environment Sharing 'best practices' Drafting standards Comply with voluntary agreements within sector	CSR Code Annual reports Negotiations Position papers and showcases Collaboration (on innovation) and consultation Integrity Policy Participate in knowledge platforms

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

Stakeholders	Requirements		vities	Reso	Resources	
Municipalities - Local authorities - Communities	Benchmarking Employment Ethical operating activities and compliance Integration of transport modes Viable, accessible, and economically flourishing cities Cooperation and	1 1 1	Design and implementation of the policy Sharing 'best practices' Own regional initiatives Modify design of parking facilities to suit the surroundings Sustainable construction, maintenance and renovation	1 1 1	Website, press releases, annual reports Collaboration and consultation CSR Code Sponsoring and donations	
	support for social projects	1	Public- Private Partnerships			
Governments, politics and society as a whole - National	Safe, healthy, pleasant and social living environment Countering	l I	Initiatives for sustainable urban mobility Prevention and reduction of damaging	1	Website, press releases, annual reports Consultation	
governments - EU	climate change  Economical use of		environmental impact Contribution to		groups Integrity Policy	
- International institutes <sup>2</sup>	raw materials, energy and water	•	transparency of sector		inegrily rolley	
	Ethical business operations					

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

<sup>2</sup> Interaction frequency: at least once a year