

# ANNUAL CSR REPORT 2023

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We  
Develop  
Quality

Urban liveability



## 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.

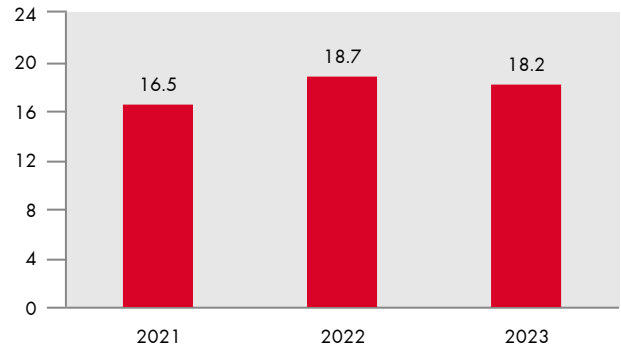
Each country has developed, or has plans to develop, e-learning programmes for employees so training can be followed at any location and at the employee's own pace. Training opportunities available in all countries include job related and first aid training.

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

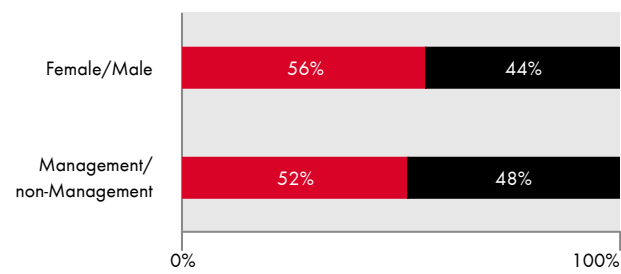
In 2023 the average number of training hours per employee remained stable. There is some fluctuation due to employees joining or leaving part way through the year. From 2022 onwards, all Q-Park employees receive some kind of general training each year, including security awareness training.

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



## 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

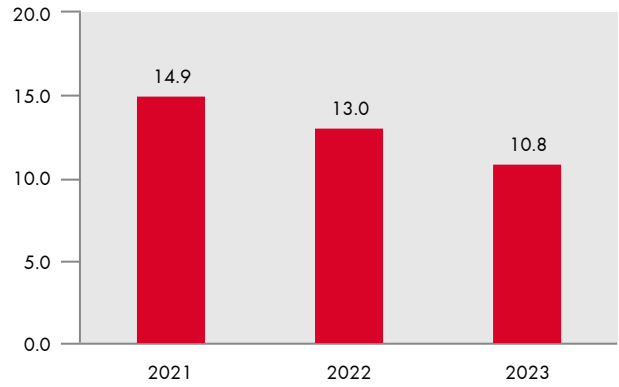
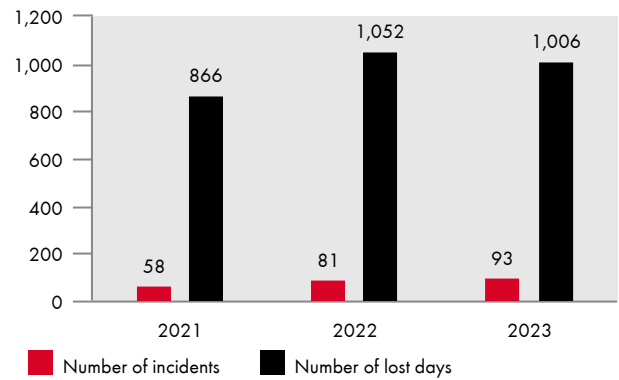


Chart 28: Number of incidents and lost days



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.