

ANNUAL CSR REPORT 2024

**We
Develop
Quality**

Urban liveability



SOCIAL

Employee information

At the end of 2024, Q-Park had 2,832 employees (2023: 2,203) corresponding to 2,248 full-time

equivalents (FTEs) (2023: 1,875). The increase in employee numbers is mainly due to acquisitions which we completed in 2024.

Table 3: Employee contract information

	2022	2023	2024
Number of full-time contracts:	1,225	1,258	1,605
- temporary contracts (m)	80	52	83
- temporary contracts (f)	12	14	21
- permanent contracts (m)	932	997	1,243
- permanent contracts (f)	201	195	258
Number of part-time contracts:	841	945	1,227
- temporary contracts (m)	281	356	488
- temporary contracts (f)	88	121	152
- permanent contracts (m)	322	334	405
- permanent contracts (f)	140	134	182
Total number of employees	2,066	2,203	2,832
Percentage of employees covered by a CBA	30%	31%	32%

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	2024
Employees head count	2,066	2,203	2,832
FTEs	1,762	1,875	2,248
Employees left vs head count (turnover)	9.60%	7.70%	8.10%
Employees retire* in next 5 years	13.80%	14.20%	14.80%
Employees with Q-Park for 5 or more years (tenure)	46.90%	42.40%	25.30%
Maturity of headcount			
- Age under 30	417	461	640
- Age between 30-50	886	985	1,204
- Age above 50	763	757	988

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

Table 5: Group-wide employees per category

	2022	2023	2024
Employees male	1,619	1,739	2,219
- Full-time	1,041	1,049	1,326
- Part-time	578	690	893
Employees female	447	464	613
- Full-time	216	209	279
- Part-time	231	255	334
Employees female diversity			
- Total	21.6%	21.1%	21.6%
- Full-time	17.2%	16.6%	17.4%
- Part-time	28.6%	27.0%	27.2%

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.

- I We offer conflict management training.
- I We have CCTV monitoring and direct links with the police if intervention is needed.
- I Our Parking Attendants who issue control fees wear an alarm they can press when needed. When pressed the police are called to rush to their aid.
- I Initiatives with bodycams 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. Although the number of incidents reported has increased, the ratio of incidents per employee remains stable at around 4%.

Chart 23: Average lost days per incident

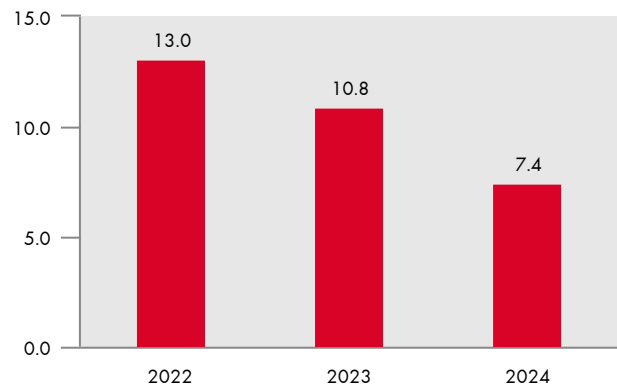
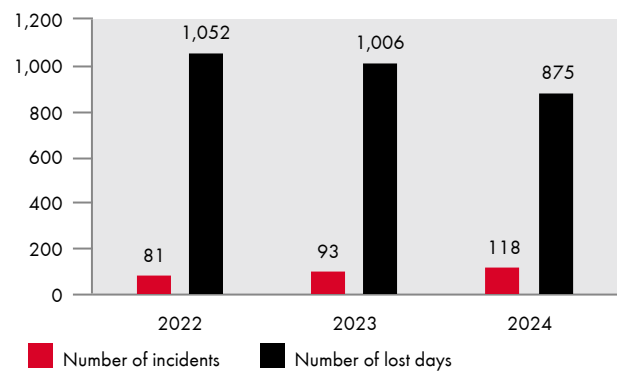


Chart 24: Number of incidents and lost days



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.