

# ANNUAL CSR REPORT 2024

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**We  
Develop  
Quality**

**Urban liveability**



# 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
<b>Capital market</b> - Shareholders - Bond investors - Banks <sup>1</sup>	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 Corporate information
<b>Customers</b> - Private - Business <sup>2</sup>	Fair competition and prices Accessible parking facilities Security practices Quality and good parking services Privacy and data security Good complaints processing	Quality management Information regarding liability Health and safety measures Product development and environmental management	Website, press releases, annual reports Compliance Customer Service Desk Information at the location

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

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

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

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

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

1 Interaction frequency: monthly

2 Interaction frequency: at least once a year