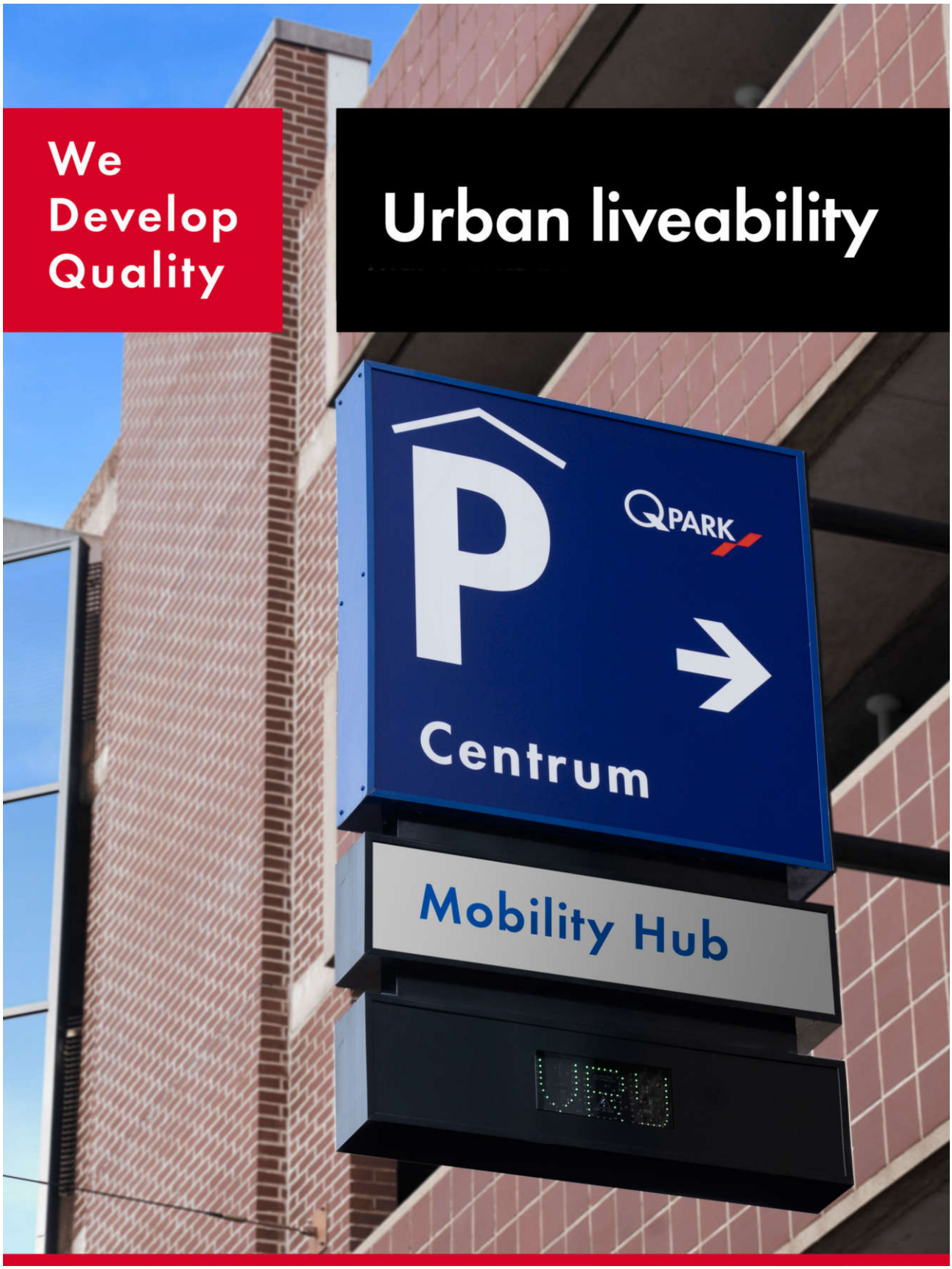
ANNUAL CSR REPORT 2024



QPARK Quality in parking

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[1]	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
Customers - Private - Business[2]	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

1 Interaction frequency: quarterly

2 Interaction frequency: daily

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

1 Interaction frequency: monthly

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

1 Interaction frequency: monthly

2 Interaction frequency: at least once a year