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Contract information

At the end of 2021, Q-Park had 1,878 employees (2020: 1,430) corresponding to 1,581 full-time equivalents (FTEs) (2020: 1,563). The increase in

total employees is primarily due to the numbers of part-time contracts and other self-employed people providing services on a temporary basis being included in the count.

Table 3: Employee contract information

	2018	2019	2020	2021
Number of full-time contracts:	1,246	1,181	1,118	1,099
- temporary contracts (m)	36	38	36	51
- temporary contracts (f)	7	9	6	14
- permanent contracts (m)	992	933	880	860
- permanent contracts (f)	211	201	196	174
Number of part-time contracts:	316	322	312	779
- temporary contracts (m)	11	9	8	240
- temporary contracts (f)	3	5	2	73
- permanent contracts (m)	194	203	200	310
- permanent contracts (f)	108	105	102	156
Total number of employees	1,562	1,503	1,430	1,878
Percentage of employees covered by a CLA	53%	47%	48%	37%

Health & Safety

Q-Park promotes the health and safety of customers and employees. We achieve this mainly by training our employees, equipping them for their work, 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 well-being.

- I We offer conflict management training.
- I We have CCTV monitoring.
- I Our Parking Attendants who issue control fees have a 'direct contact' button on their GSM.

We consider the well-being of our employees to be a key sustainability issue. For this reason, we now report quarterly on the number of incidents involving employees as well as the resulting lost days.

Results

Table 4: Number of incidents and lost days

	2018	2019	2020	2021
Total number of incidents	49	57	43	58
Total number of lost days	917	743	749	866
Total number of employees	1,562	1,503	1,430	1,878

The incident ratio (number of incidents per employee) remains stable at around 3%.