

ANNUAL CSR REPORT 2023

We
Develop
Quality

Urban liveability



Parking information

Our country websites provide a wealth of information for customers.

Online information

The Q-Park country websites present a range of information about parking, services and products in a clear and orderly manner. Parking information is presented per city where visitors will also find special parking deals such as day tickets or weekend options.

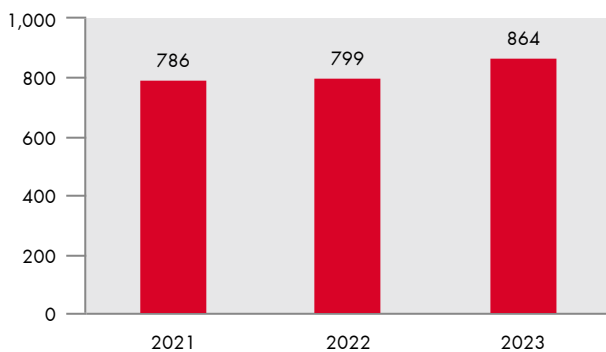
Customers can open Google Maps to plan their journey. Besides mentioning popular destinations nearby, the information presented includes:

- | number of parking spaces, including those for people with reduced mobility (PRMs);
- | drive through height;
- | number of EV charging points;
- | parking tariffs, pre-booking and season tickets;
- | services such as AED, family parking, and toilets.

Results

In 2023, we have 864 (2022: 799) parking facilities providing sought-after information online.

Chart 22: PFs offering online information



Points of interest

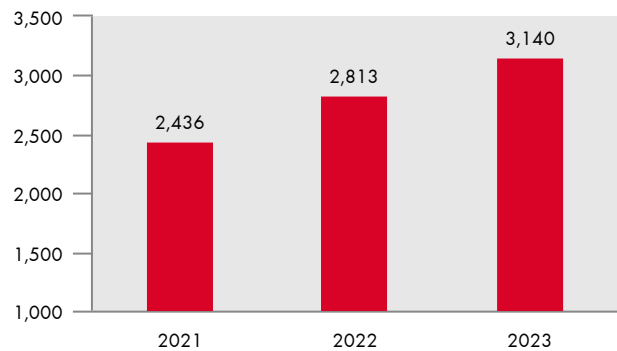
On the city pages, website visitors can also see main points of interest (POIs) at a glance. On selecting a POI, users see the nearest parking facilities including the relevant walking time. Economic parking deals are available for many POIs too.

Results

In 2023 we listed 3,140 (2022: 2,813) POIs which are near to our parking facilities. We provide useful information online to help customers make an informed decision about where to park, including:

- | walking distance from the car park to a POI;
- | parking tariff;
- | navigation information to the car park;
- | special pre-booking propositions.

Chart 23: POIs listed online



Services

24/7 availability



Most parking facilities are open 24/7 for motorists to park and retrieve their car.

That is why we offer an international help desk, the Q-Park Control Room (QCR), to motorists which is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts.

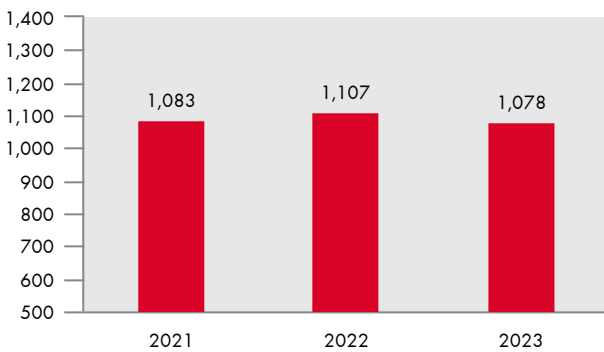


The QCR is in contact with Parking Hosts and Mobile Teams in the vicinity of the parking facility. If a customer needs assistance that cannot be given remotely, the QCR will dispatch a Parking Host to assist at the location itself.

For mechanical problems, the service department and service technicians can be called in to help.

Results

Chart 24: Parking facilities offering 24/7 service



Support services

Our aim is to foster mobility and enable access to essential urban functions in conjunction with sustainability concerns.



Our AEDs are located at a secure yet accessible place so they can be used by trained volunteers or medical personnel.



Toilet services are either present in the car park or there is clear signage directing people to the nearest toilets.



Parking Hosts and Mobile Teams have access to jump leads, to help customers who find themselves with a flat battery.



We use closed-circuit television (CCTV) for security purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

 [More about our CCTV code.](#)