

# ANNUAL CSR REPORT 2023

---

We  
Develop  
Quality

Urban liveability



## Visitor portal

In 2023 we introduced our visitor portal, again a feature based on our PaSS platform. It is designed to provide a more convenient service for those visiting offices, hotels and event venues. A registered business has free access to their own Q-Park visitor portal with parking products, configured according to the business' own preferences by a Q-Park sales representative.

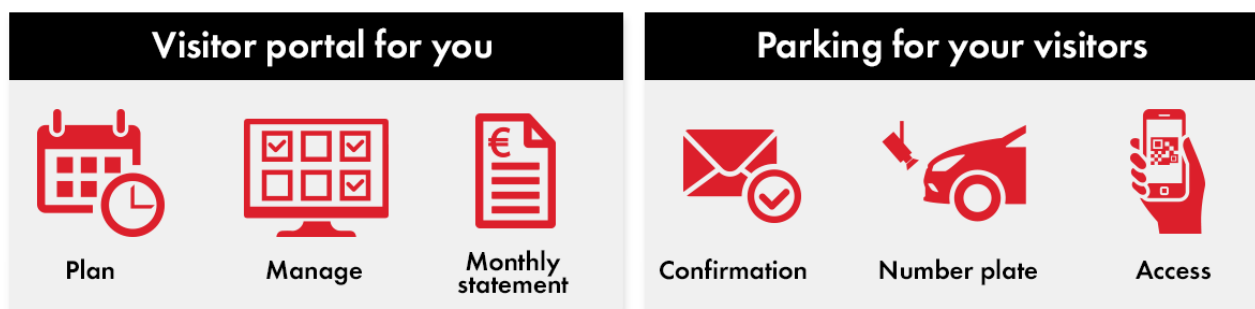
The visitor portal is ideal for businesses within walking distance of a Q-Park car park, and who want to offer stress-free parking and contribute to parking costs for their visitors.

Q-Park visitor portal benefits for businesses:

- I manage parking rights for visitors in private digital portal;
- I provide convenient parking for visitors who can drive in and out of the car park without taking a ticket thanks to number plate recognition;
- I no hassle with paper parking tickets and vouchers;
- I monthly payment after receiving a monthly parking transaction statement.

Thanks to our PaSS system, this is all they need to access and exit the car park – for a seamless parking experience.

Figure 30: Visitor portal benefits for businesses and their customers



## 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.

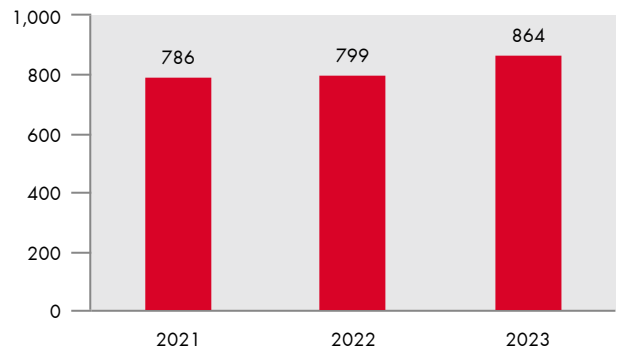
Customers can open Google Maps to plan their journey. Besides mentioning popular destinations nearby, the information presented includes:

- | 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

