

We
Develop
Quality

Urban liveability

Functional quality

24/7 Service

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

That's why we offer an international help desk to motorists that is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts centrally operated by Q-Park.



They provide help and support with queries relating to the payment system or to accessing or exiting the parking facility.

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.

Figure 14: Q-Park Control Room (QCR) - 24/7 service



Results

In total we have 1,011 (2018: 962) parking facilities offering 24/7 services.

Figure 13: Parking Host on-site



On-site services

Our aim is to foster mobility and enable access to essential urban functions in conjunction with sustainability concerns. Each of our parking facilities provides a number of on-site services. These are listed on the parking facility's website page so customers know in advance what services they can expect to find.



From our recurring customer satisfaction surveys we know that customers value the presence of AEDs. The AEDs should be located at a logical, secure and accessible place so they can be used by trained volunteers or medical personnel when needed.



Our customers greatly appreciate toilets being available in or near our parking facilities. Toilets are present in the car park or there is clear signage directing people to the nearest toilets, for example in shopping centres.



Customers who drive electric vehicles or plug-in hybrids like to recharge their vehicle while parking. We support the use of more sustainable passenger cars by providing charging stations for electric and hybrid cars at many of our facilities.



Another highly appreciated service is the presence of jump leads. The Parking Host or Mobile Teams has access to jump leads and are available to help customers who find themselves with a flat battery. If the Parking Host is not at the parking facility, customers can call the QCR who will dispatch a Q-Parker to assist.



The QCR is also available to help customers with problems at the payment machine or access and exit barriers. Naturally, the QCR is available 24/7 and all our QCR Parking Hosts speak two or more languages so we can always help customers in their first or second language.



We want to play a role in ensuring sustainable freedom of movement and mobility options for citizens, which is why we offer parking for cars and bicycles at public transport nodes. We seek active cooperation with local authorities as integrated mobility improves accessibility and, at the same time, reduces congestion and emissions.



We use closed-circuit television (CCTV) both for security purposes and for automatic number plate recognition (ANPR). Because CCTV can record the activities of individuals, its use is regulated by the EU Data Protection Directive, as transposed into law in all EU countries. The CCTV system is designed to satisfy a specific and legitimate purpose – such as recording the entry and leaving time of vehicles.

We ensure that cameras are located so that they do not capture images that are not relevant to our purposes. Where we install cameras, we make it clear to people that they or their cars are on camera.

[More about our CCTV & ANPR code.](#)

Figure 15: On-site services communicated online

Opening hours

Day	Entry	Exit
Monday - Sunday	24-7	24-7

Services

Electric charging point	AED
Bicycle parking	CCTV in operation
Help point	Information
Jump leads	Motorcycle parking
Tap & Go	

Parking Facility Payment Methods



Results

We started to collect details of our on-site services per parking facility in our new back-office systems in 2018. At the end of that year, not all countries had registered services properly. During 2019 the countries have been updating this information; however it is too soon to deduct trends. This will be followed-up in 2020.

We are pleased to report that in 2019 we were able to place potentially life-saving AEDs in an extra 16% of our O+LL PFs. Our Parking Hosts receive regular first-aid training, which includes AED use.

Toilets are perhaps the most appreciated on-site service we provide. In 2019 we added toilets or signage to nearby toilets. We are pleased to report an increase of 26% for this much valued amenity.

We are continually adding to our services to keep motorist mobile. In 2019 jump leads were available in 12% more of our parking facilities. Either via the Parking Host or via the Mobile Teams. Customers who need help getting their car started can call the QCR who will then send a Q-Parker to assist.

Chart 8: PFs where jump leads are available

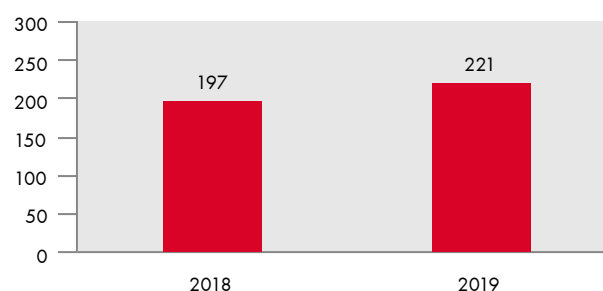
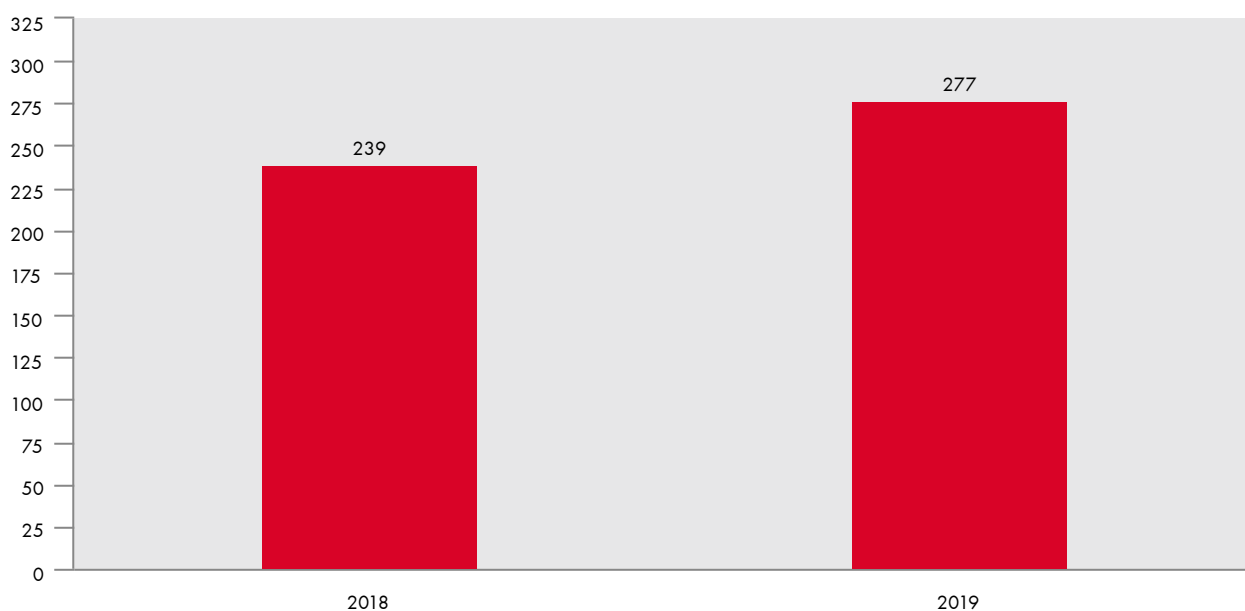


Chart 6: PFs with AED available



During 2019 we installed CCTV in an additional 14% of our parking facilities. CCTV increases the security of the car park for our customers and employees alike. We apply strict rules to the use and storage of image data in accordance with the EU Data Protection Directive (GDPR).

[More about our CCTV & ANPR code.](#)

Chart 9: PFs with CCTV monitoring

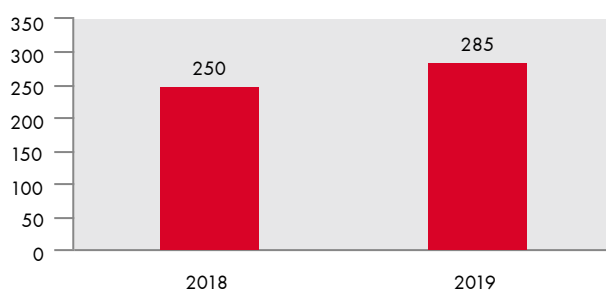
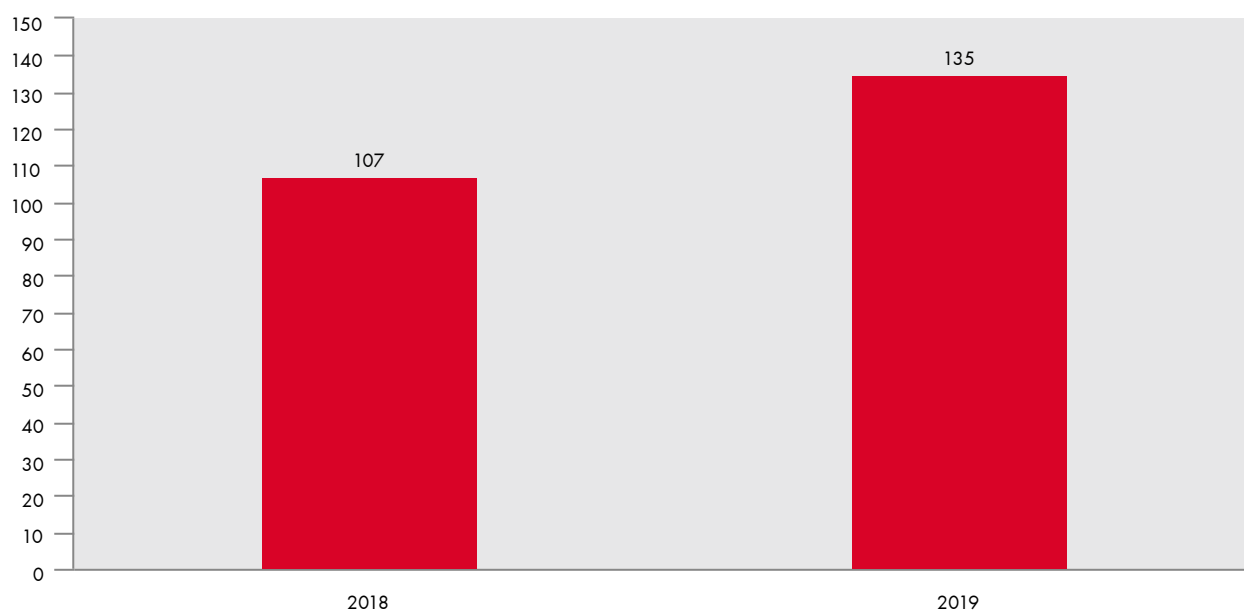


Chart 7: PFs with toilets or directions to toilets nearby



VALUE CAPTURING



Our financial performance

Significant portfolio developments

Based on strategic considerations Q-Park has disposed of its Nordics business consisting of the operations in Sweden, Norway and Finland as per 30 April 2019. The Nordic operations had a different business profile with a strong focus on short-term contracts and control fee business.

With this disposal, the remainder of the company has become more focused on infrastructure with the business processes in each country being more comparable. This enables us to focus on our core strategy and realise greater synergy in our business operations.

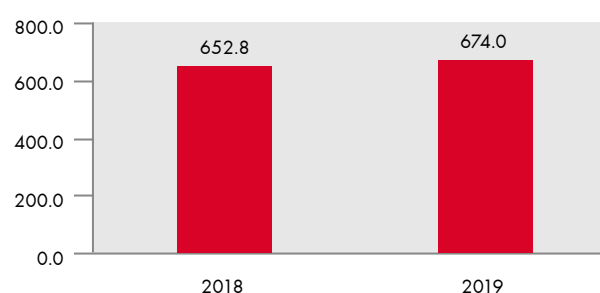
Net revenue

The adjusted net revenue shows a solid increase of EUR 21.2 million up to EUR 674.0 million (2018: EUR 652.8 million). The increase is driven by a strong like-for-like revenue growth of the existing parking facility portfolio of 3.4%. Furthermore, there was a

positive contribution of newly acquired contracts that were added to portfolio.

Chart 10: Net revenue

(x EUR million)



Parking revenue

Of our total revenue 91% (EUR 616.3 million) comes from short-term and long-term (season tickets) parking activities. Our total parking revenue consists of:

- | 77.7% short-term parking;
- | 22.3% long-term parking.