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## Major incident planning and flood risk

Of course, we do not wish for flooded car parks, but if flooding does occur, we have plans in place to cope. Monitoring and early warning systems alert our Q-Park Control Room (QCR) and Q-Park Operations to take appropriate action. Furthermore, some parking facilities are in areas which are prone to flooding: we categorise these as a planned risk.

### Due diligence and planned risks

It's important to know the risks to which we are exposed. Some locations, such as Q-Park Shambles, in York (United Kingdom) and three car parks in Maastricht (Netherlands) are in areas known to flood on occasion.

Natural disasters occur, so it is good business practice to be prepared.

### Incident planning

Each Q-Park country assesses the risk of major incidents, including flooding, for each of the objects managed. They draw up monitoring and contingency plans, have an incident management organisation as well as recovery plans in place, so even when faced with difficulties we can deliver our quality in parking promise.

If an incident occurs, Q-Park Operations and the QCR are alerted and procedures to warn customers, season ticket holders and other stakeholders are set in motion. Affected car parks are inspected and closed for incoming vehicles if needed. In case of a flood warning, vehichles will be removed and Technical Support will remove the PMS and other equipment including cleaning machinery and company cars. The last step is to switch off the electricity.

Some locations have a moveable flood barrier at the entrances and exits and around pedestrian areas. If the flood alarm is triggered, the barrier can be raised to prevent water entering the facility and other precautions can be taken.

Multistorey car parks may also be affected, not due to flooding the parking decks, but because floodwater may mean the car park cannot be reached on foot or by car.

### 2021 floods tested our procedures

In recent years, Europe has had to deal with increasingly severe weather conditions and 2021 was no exception. In July 2021, when heavy rainfall caused disastrous flooding, our plans and procedures were put to the test.

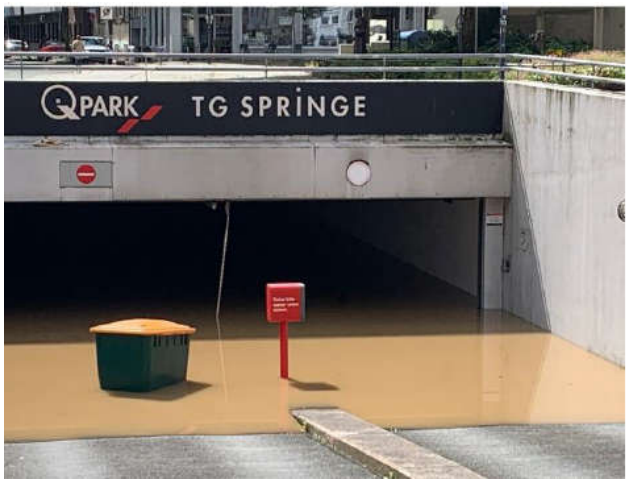
As the waters in the Rhine and Meuse and their tributaries rose, people were evacuated from the affected areas. Besides power failures, there was considerable damage to homes, public property and infrastructure. Some Q-Park parking facilities were also among the objects damaged by floodwater. Three car parks in Germany (Hagen) and one in the Netherlands (Maastricht).

### Recovery playbook

Repairing flood damage takes time. Returning to the situation before the floods will take six to nine months. And naturally, recovery is heavily dependent on the speed at which the region recovers too. Our playbook indicates that after flooding:

- car parks can be opened to the public again within two weeks;
- thorough cleaning takes four to six months;

Figure 11: Flooded car park in Hagen, Germany



- replacing technical installations and repainting takes another four to six months.

## Safe and secure parking

Mobility is not just about moving people and goods, mobility includes providing safe and secure locations where journeys start and end. Motorists want a safe and secure place to leave their vehicle and as pedestrians, they need to sense the safety and security of the location and surrounding environment.

Parking facilities must also comply with public health and safety regulations and meet ventilation and fire safety standards set by local governments.

Safety and security are embedded in the Q-Park philosophy and so are naturally incorporated in our quality in parking promise.

### Safety and security are in our DNA

Whether we are partnering with project developers for a new build or cooperating with municipalities for repurposing and/or refurbishing parking facilities, safety and security are a fundamental part of our plans.

Standard features such as angled parking and wide spaces make parking quick and easy. Wide parking spaces also allow car doors to open without touching or damaging an adjacent vehicle. By placing our parking bays at an angle, we enable motorists to drive into a parking space in a single manoeuvre, without reversing.

### Contingency planning

Where relevant, Q-Park parking facilities are equipped with state-of-the-art ventilation, smoke detection and fire prevention equipment. In the event of a fire or other emergency, the access shutters and gates close automatically while the exits open.

### Good lighting

Good lighting not only enhances safety, it also gives our customers a sense of security. We have developed optimal lighting standards which we apply in new builds as well as renovations and refurbishments.

The lighting in our parking facilities is always a little higher than the statutory minimum.

### Safety considerations for cyclists

We design separate routes for motorists, cyclists and pedestrians. The ramp gradient for cars is too steep for cyclists and the pedestrian stairs are too steep for a cyclist to walk pushing their bicycle.

Bicycle entrances therefore have special lifts and/or shallow stairs with a smooth ramp for moving the bicycle up or down. Under our special schemes, which differ per country, companies can rent a secure enclosed bicycle parking area for their employees, allowing cyclists to park their bicycle in a dedicated area with lockers for helmets and extra gear.

### Features outside the car park also enhance safety

Q-Park has developed a range of services to assist customers before they park. Via our websites and apps we provide directions, pre-booking options, pricing information, and the actual number of vacant spaces.

This helps customers plan their journey in advance. When people know where they will park, they programme their in-car navigation accordingly. This enhances road safety as motorists are not distracted while searching for a place to park in an unfamiliar city.

Figure 12: Glass features