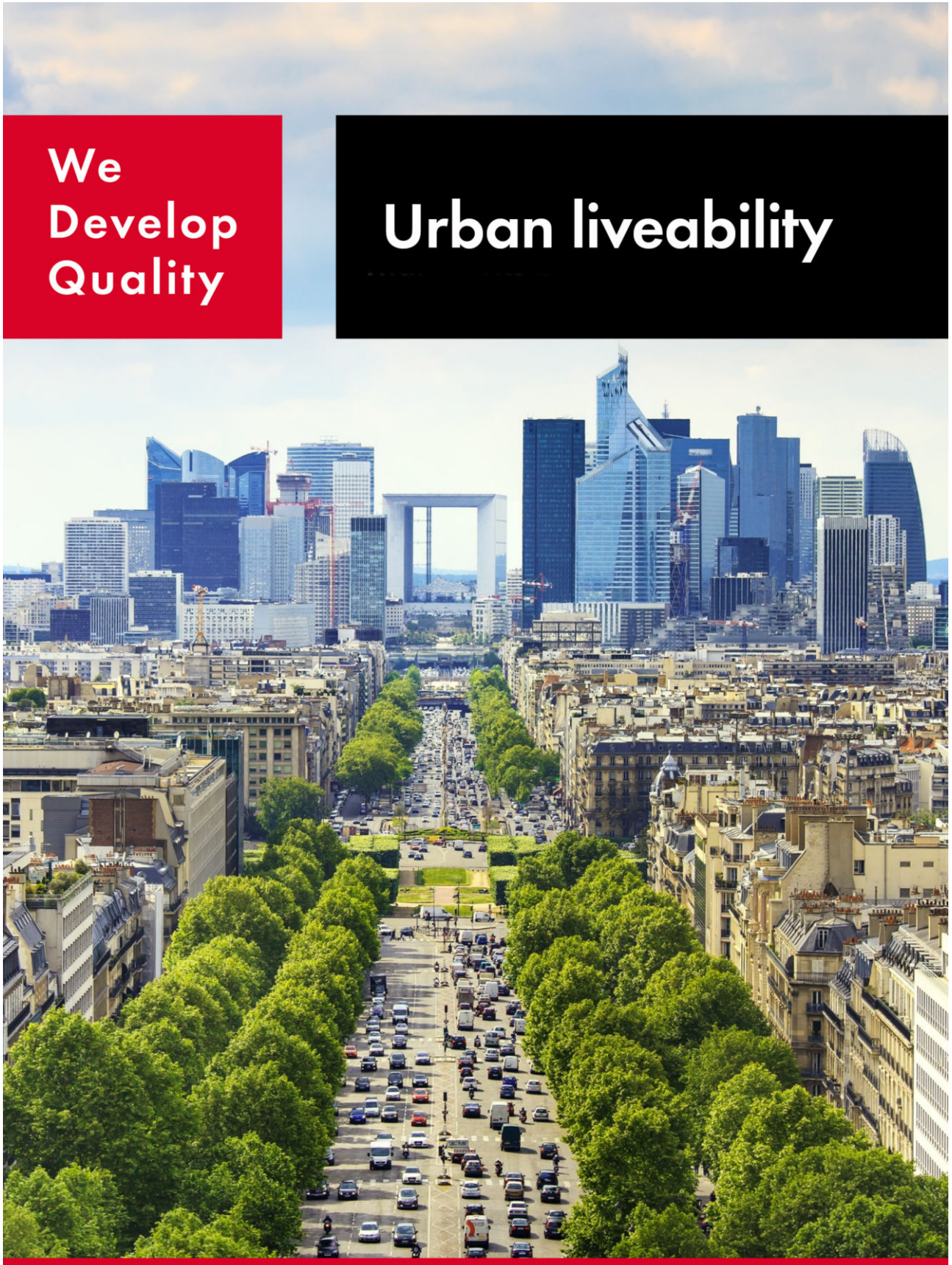


ANNUAL CSR REPORT 2021

We
Develop
Quality

Urban liveability



Parking information

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 see any special parking deals available. On the city pages, website visitors can also see the main POIs at a glance. On selecting a POI, users see the nearest parking facilities including the walking time.

Customers can open Google Maps directly from the car park page to plan their journey. And, if pre-booking is available, a 'book now' button is also shown.

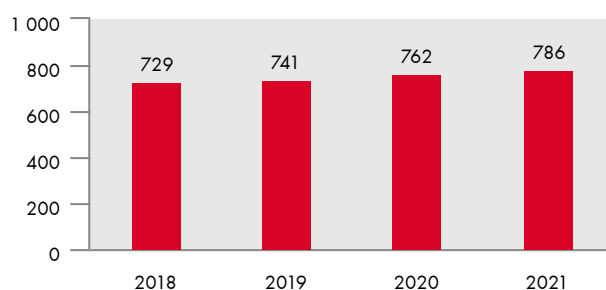
Besides mentioning popular destinations nearby, the information presented includes:

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

Results

In 2021, we now have 786 (2020: 762) parking facilities providing sought-after information online.

Chart 14: PFs providing online information



Points of interest

Identifying and listing points of interest (POIs) in the vicinity of a parking facility is not an easy task but it is something we at Q-Park do diligently.



Results

In 2021 we listed 2,436 (2020: 1,643) 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:

- I walking distance from car park to POI;
- I parking tariff;
- I navigation information to the car park.

Chart 15: POIs listed online

