

EXCELLENCE

AT THE HEART OF
NEW URBAN DYNAMICS



DEVELOPING INNOVATIVE
PARKING SOLUTIONS IN
URBAN CENTERS AND
SURROUNDING AREAS



OFFERING A UNIQUE
EXPERIENCE THAT FACILITATES
MOBILITY



EXPANDING OUR OFFERING
BY APPLYING THE MOST
DEMANDING QUALITY
STANDARDS



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Besides the practical aspects, our car wash customers are particularly mindful of the quality of our services. What fleet managers, company car users and private individuals have in common is that when they entrust us with their vehicle to clean the inside or outside, they expect the work to be impeccable. As we work entirely by hand, this involves care, precision and know-how. Over time, we have forged a genuine relationship of trust with our customers and partners.

JAMAL UDDIN KHOGYANI
SPECIALIZED WORKER - CARWASH



2018 was an opportunity to expand the offering in all the countries where Interparking already operates. We offer innovative parking solutions in the heart of the cities in order to deal with the flow of cars in urban centers and surrounding areas. In this way, our car parks are part of the new dynamics in urban planning and mobility.

A UNIQUE MOBILITY EXPERIENCE

Interparking offers its customers far more than parking spaces. By serving urban centers, we are inviting our customers to be part of the new economic, cultural and social dynamics of cities undergoing transformation, to meet the expectations of their residents and visitors even better.

In order for our customers to be satisfied, we must provide an optimal experience across our car parks: accessibility, fast payment, guidance, lighting, etc. Smart LED lighting, ventilation systems, new-generation elevators, online booking systems and payment facilities with Pcard+ significantly improve the service offered to our users.

In Germany and Austria, we now use cloud technology to monitor customer satisfaction even better. From a single app, the teams at our subsidiary Contipark are now able to enhance the quality of the information available across 58 platforms such as Google, Facebook, Yelp, Instagram and the websites of the cities in which we operate. The customer service department ensures continuous dialog with users in order to guarantee an optimal experience across all channels.

THE FAIREST RATES

In Belgium, Interparking has overhauled its tariffication policy. Formerly calculated on the basis of the hours commenced, the new tariffication system is now divided into 15-minute segments. This means that customers benefit from a price that is closer to the parking time actually consumed. Following a successful test phase in several car parks in Brussels, the new tariffication system was extended to most car parks of the European capital. It is now being rolled out in other major cities, such as Antwerp, Ghent, Bruges and Liège.





NEW 15
-MINUTES TARIFFICATION
IN OUR CAR PARKS
IN BELGIUM



402
CAR PARKS EQUIPPED
WITH LED LIGHTING

ITALY: ACQUISITION OF BERGAMO HOSPITAL PARKING

Papa Giovanni XXIII Hospital in Bergamo is one of the largest hospitals in Lombardy. It covers 320 000 square meters and has more than 900 beds. Its oncology center is one of the most renowned in Italy, treating patients from all over the country and even from abroad. In 2018, Interparking acquired 100% of the shares in the company Bergamo Hospital Parking, which manages all 2 852 parking spaces at this massive hospital.

FRANCE: CAR PARK IN A NEW ECO-DISTRICT IN BORDEAUX

Interparking already offers an imposing car park at Cité du Vin in Bordeaux. A few kilometers away, on the right bank of the Garonne, development work has started on the new eco-district Bastide NIEL. On a site in Bordeaux formerly used for rail and military activities, a new urban area

is due to be built by 2028 which will span 35 hectares and provide housing, office space, shops, public facilities and parking garages.

Bordeaux Métropole Aménagement has called on Interparking to run its 244-space car park.

CERTIFICATIONS: A GUARANTEE OF QUALITY

Industry professionals are best placed to judge the quality of our services and infrastructures. Their opinions, and those of our customers, are ultimately the only ones that really matter.

As of December 31, 2018, 198 of Interparking's car parks have obtained the European Standard Parking Award (ESPA) certification. This certification informs users that they are entering a car park that meets the very demanding standards laid down by

the European Parking Association regarding comfort, security and service quality.

Similarly, Interparking has obtained ISO certification in quality management and environmental management in Italy, the Netherlands and Spain.

In 2018, Interparking maintained its CO₂-neutral certification in all the countries where the Group operates.



PROXIMITY

CONTINUOUS DIALOG WITH OUR CUSTOMERS

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Most of the reasons that prompt customers to contact us concern opening the access door for pedestrians or problems with reading their ticket at the payment terminal. Being able to help them gives me a great deal of satisfaction. As soon as the problem is resolved, I can hear the gratitude in their voice.

CAROLA VAN BOCHOVE
CAR PARK OPERATOR



ENSURING A PHYSICAL
PRESENCE IN OUR CAR PARKS
TO RESPOND TO REQUESTS
FROM USERS



MAINTAINING A CONTINUOUS
DIALOG WITH OUR
CUSTOMERS VIA DIGITAL
CHANNELS



OFFERING AN OPTIMAL
EXPERIENCE OF THE
INTERPARKING BRAND
EVERY TIME



Customer satisfaction is earned every day. It requires the development of new innovative products and services, but also ongoing dialog with all users. As a result, our employees are the best ambassadors for our network. Interparking is also stepping up its presence in new communication tools, such as social media.



CONTROL ROOMS: AN IMMEDIATE RESPONSE

Whatever efforts are made to plan new technological solutions, human contact alone ensures the right response to any question our customers may have. With control rooms available 24/7, Interparking provides its customers with remote assistance. Whatever request they may have, they can talk to one of our employees. If required, mobile teams are ready to respond: customer support, help using payment terminals, prevention, presence that increases their feeling of safety, cleaning and maintaining cleanliness, etc.

From the control room, our employees can keep watch on the situation in our car parks

at all times. They can also remotely monitor the opening and closing of barriers and access doors, as well as alarms and all the technology in the car park. In 2018, Interparking opened its first control room in Poland: a fully-dedicated centralized team constantly supervises activities in 11 car parks across the country. To date, we operate 11 control rooms located in Belgium, Spain, Germany, the Netherlands, Austria, Italy, Poland and France.

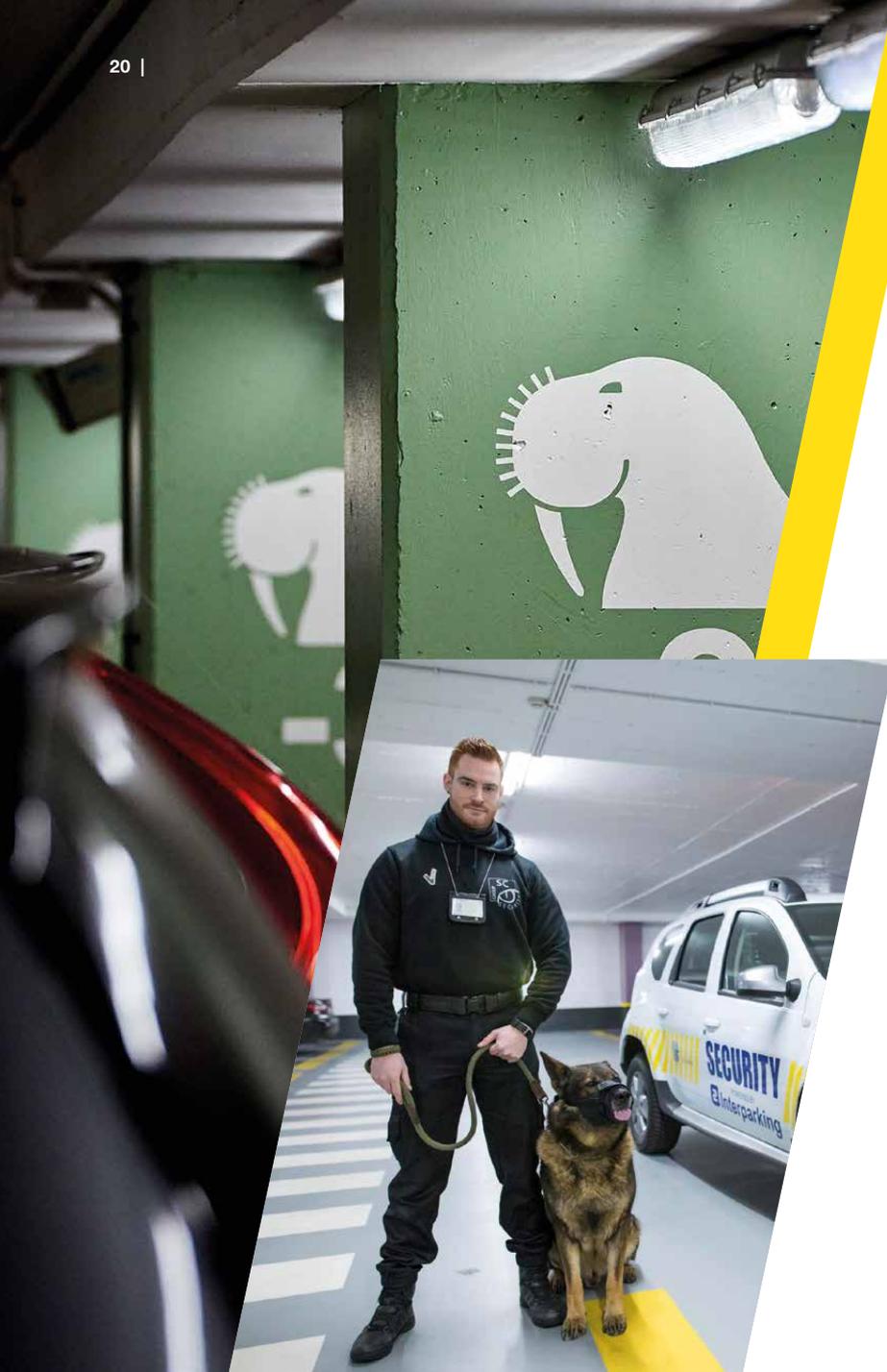
Feedback from countries which have been pioneers in this area, for example Belgium and the Netherlands, has been used to guide the setting up of similar control rooms in other countries, such as Poland and Italy.



617
CAR PARKS EQUIPPED
WITH 24/7 ASSISTANCE



2.3M
CALLS TO THE CONTROL
ROOMS EACH YEAR



SECURITY IN THE CAR PARKS: A PRIORITY

Dog handler patrols have been stepped up to make people feel safer and enable immediate intervention in difficult situations. The role of the dog handlers is twofold, covering both safety and security. The former encompasses everything related to preventing verbal or physical abuse, physical damage and rude behavior, while the latter covers interventions aimed at preventing fires or coming to the assistance of someone who is feeling unwell. Their role is primarily preventive and to act as a deterrent.

SOCIAL MEDIA: THE DIALOG NEVER STOPS

Interparking also uses social media to communicate with its customers, who can find practical information, tips as well as competitions on our pages. Since they were launched, the Group's various Facebook pages have been an overwhelming success: 21 900 fans in Germany, 15 500 fans in Belgium, 7 800 fans in Spain,

5 800 fans in the Netherlands, 4 500 fans in France and so on. These various spaces are developing synergies, particularly regarding information about car parks near train stations and airports. That way, customers know where to find the same level of service when traveling abroad.

In Italy, some of the Group's iconic car parks have their own Facebook page. This is the case for the legendary Tronchetto parking in Venice (2 300 fans) and Padua Station parking (1 400 fans).

Customers who have a Pcard in Belgium and Germany also receive an e-newsletter containing the latest information about our car parks, competitions and suggestions for dining out or cultural outings in the cities we serve.

ONLINE EXPERIENCE

As part of its "3+1" digital roll-out strategy, Interparking is significantly expanding the opportunities to interact online with its customers. Since 2018, it has been possible in each of the 9 Group countries to book a space, take out a subscription or order a Pcard+ via digital channels.

The Interparking mobile app also makes it easy to find the nearest car park, consult its rates and opening times, locate charging terminals and so on. In Germany, our subsidiary Contipark, via a joint venture with the Deutsche Bahn railway company, gives our customers access to a mobile app that is very useful for locating and paying for a parking space close to a train station. In 2018, all on-street spaces in Germany were included in the DB BahnPark app.

GDPR AND DATA PROTECTION

The European GDPR (General Data Protection Regulation) Directive came into force on May 25, 2018. It governs the processing of personal data within the European Union. The new regulation applies to all personal data and sensitive data of natural persons. Personal data is data that makes someone identifiable or subject to identification. The collection, use, recording, consultation and retention of all this data are now very strictly regulated.

The GDPR Directive concerns Interparking directly, since customers can be identified in the company's information systems, for example via their Pcard+ number or the data recorded each time they enter or leave a car park.

Interparking has of course adapted all its processes that involve the treatment of data regarding customers, as well as staff members and any other relevant person (subcontractors, suppliers, etc.), in order to comply with the new regulation. Information sessions were also organized to raise awareness about these new issues among staff members at head office and in the customer service department. Customers can also read about how their personal data are processed on Interparking's website.



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CAR PARKS
COMPATIBLE WITH
THE MOBILE APP OF
OUR JOINT-VENTURE
DB BAHNPARK



LPR
LICENSE PLATE
RECOGNITION

The Interparking mobile app makes it easy to find the nearest car park, consult its rates and opening times, locate charging terminals and so on.

