

PRODUCTS AND SERVICES

AN INCREASINGLY DIGITAL EXPERIENCE



DIGITIZING THE INTERPARKING EXPERIENCE BY ROLLING OUT THE "3+1" STRATEGY



ENCOURAGING MULTIMODAL TRANSPORT WITH THE PCARD+



ENHANCING OUR RANGE WITH CUSTOMIZED SERVICES





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2018 will be remembered as the year that the Pcard+ was launched in the Netherlands. After having rolled out all the procedures in our back offices, we were able to connect 8 Dutch car parks to the Pcard+ network. We have also started using Google Tag Manager to better understand how our customers use the online tools and to improve their experience.

SHARON DJONO

PROJECT MANAGER DIGITAL PROJECTS, INTERPARKING NEDERLAND



400 000
PCARDS+
THROUGHOUT EUROPE

208

208
CAR PARKS WITH
DYNAMIC SIGNAGE



In 2018, Interparking rolled out its “3+1” strategy in all nine Group countries. The brand experience is now continuing through our online channels. The next step will be for the Pcard+ to go dematerialized.

“3+1”: A TOTAL ONLINE EXPERIENCE

Called “3+1”, the strategy for developing online services took concrete form in 2018 in all 9 countries where the Group operates. Customers can now book a space, take out a subscription and order their Pcard via our digital channels.

PCARD+: THE WALLET-SIZED INTERPARKING EXPERIENCE

The Pcard is a card with a chip and a magnetic strip that can be used when entering and leaving our car parks. The monthly consumption is then recorded on a single invoice sent to the customer. They can opt for automatic payment or payment by bank transfer following receipt. The Pcard is available today in all 9 Group countries.

Since 2016, Interparking has rolled out specific versions of its Pcard+ in Belgium, on a cobranding basis. Consequently, Brussels Airport offers its customers a red Pcard+.

To date, Interparking has distributed more than 400 000 Pcards across Europe and this number keeps increasing.

MANAGEMENT TOOL FOR B2B CUSTOMERS

For business customers, the Pcard makes accounting easier, particularly when it comes to VAT. It also provides access to the charging terminals in our car parks and to Fleet-Wash, a vast independent carwash network. All expenses related to the use of the vehicle are brought together on a single invoice. At the end of the month, the business customer

consequently receives a single document listing their energy, parking and carwash expenses and enables him to recover VAT. Furthermore, since we now offer split billing, the employer can distinguish between business and private spending.

MULTIMODAL TRANSPORT

The Pcard+ not only provides access to our car parks at an attractive rate, but also provides access to our partners' public transport networks. Users today can combine several modes of transport to travel around our cities, for example car, tram, bus, metro, train and bike sharing. In Berlin, the “E-Park & Rail” online booking method enables you to book a parking space at Berlin Südkreuz when you buy train tickets. In Amsterdam, thanks to the “Park&Bike” service, our cus-

tomers can book a bike at an attractive rate to cycle through the streets of the city.

ELECTRIC MOBILITY AND CAR SHARING

The growing popularity of electric cars means that appropriate infrastructures need to be provided. Each year, we install new charging stations in spaces reserved for electric vehicles. To date, our network of car parks already has more than 700 charging stations: customers who pay for the charging with their Pcard+ even benefit from one of the most attractive electric charging rates.

In the Netherlands, drivers of low emission vehicles can also benefit from a reduced rate for their parking time.



ECO PARKING

Another innovative concept is car sharing. For users, this practice considerably reduces the cost of using a car they only use to travel a few kilometers per month. In terms of traffic, car sharing should in theory drastically reduce congestion on the roads and notably free up parking spaces.

To encourage this form of shared mobility, Interparking now reserves shared spaces within its car parks. These are marked on the ground in yellow, making them easier to identify. Interparking has also entered into a partnership with a number of car sharing services, including DriveNow, Poppy and Zen Car, offering free spaces for their users.

PREMIUM SERVICES

In 2018, Interparking opened a new VIP parking at Brussels Airport. This serves as a showcase for the high-end services we offer to premium customers. In addition to car washing, customers who opt for the P1 VIP parking can choose from a range of services, such as having their windshield repaired by Carglass or having a basket of fresh products delivered for when they get back from their trip.





Contipark (Interparking Group) is a valued long-standing partner. Our exchanges are very constructive: They relate, for example, to the latest technical innovations or recommendations to increase customer satisfaction. Today, parking is very much part of the passenger experience. Contipark's specific expertise contributes greatly to this.

BETTINA GANGHOFER
CEO SALZBURG AIRPORT

PARTNERSHIPS

SERVING ACTORS ON THE GROUND



COMBINING OUR EFFORTS
WITH THOSE OF THE MAJOR
MOBILITY ACTORS



ENHANCING OUR RANGE IN
PARTNERSHIP WITH LARGE
PUBLIC AND PRIVATE
INFRASTRUCTURE MANAGERS



ANTICIPATING FUTURE
DEVELOPMENTS IN THE
AREAS OF MOBILITY
AND CONNECTIVITY



We combine our efforts with those of the best partners to offer cutting-edge service, both to infrastructure managers and their users. Interparking has teamed up not only with actors in the mobility and transport sector, but also with service providers that add to the range of products and services we are able to offer our customers.

MULTIMODAL: THE FUTURE OF URBAN MOBILITY

Interparking offers spaces right next to major public transport hubs, for example the metro, tram, bus lines, train stations or to airports.

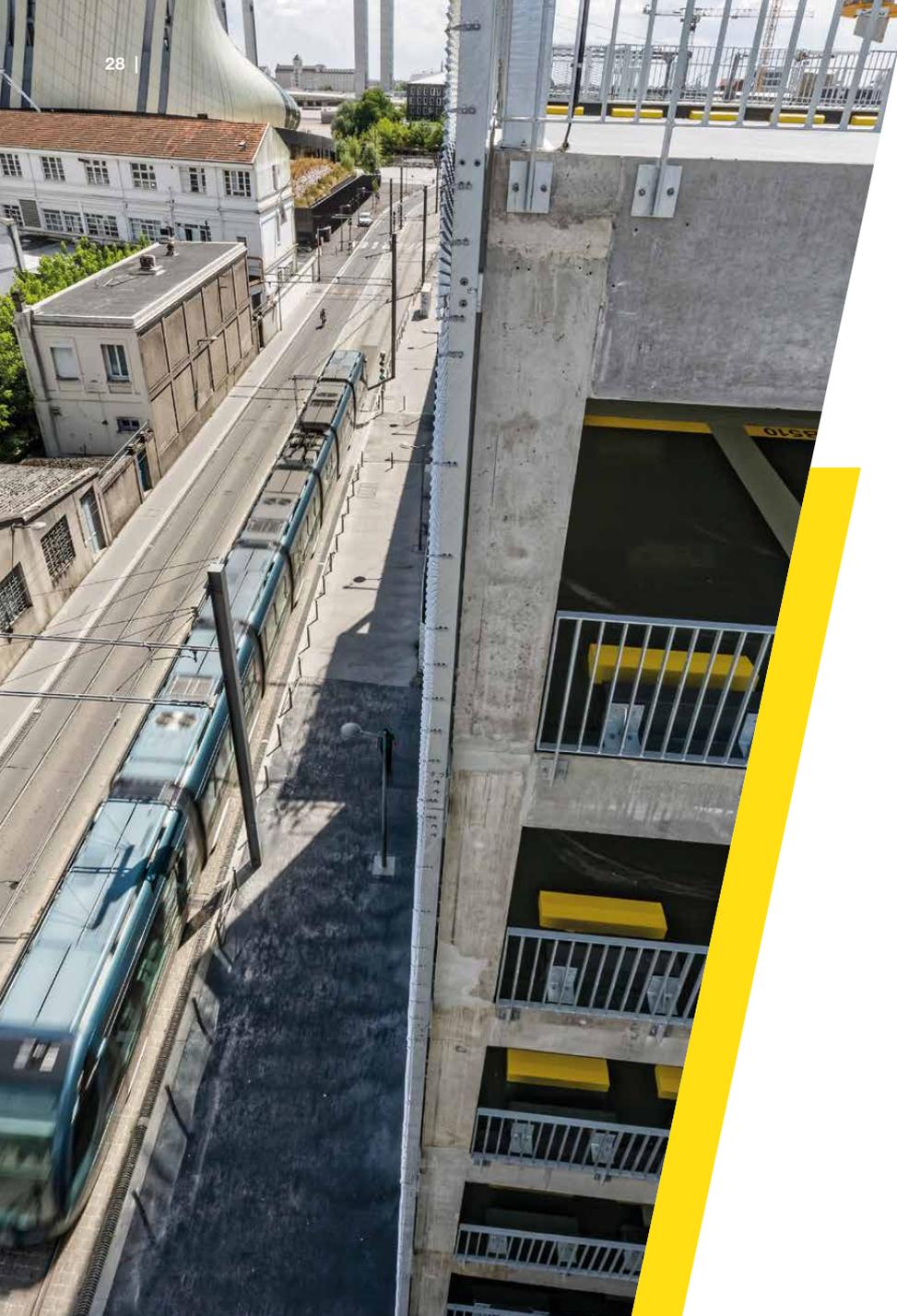
In Germany, Contipark provides parking services at the train stations via a joint venture with the Deutsche Bahn railway company, notably through a mobile app that enables you to select your preferred parking time, pay the parking fee and, if necessary, extend the parking time while on the move.

In Belgium, users of the Brussels public transport network STIB can load their transport tickets straight onto their Pcard+.

FRANCE: A MULTIMODAL HUB AT VERSAILLES

As part of a public service delegation, the City of Versailles has entrusted Interparking France with the management and operation of the Cathedral parking and the future Chantiers parking as from 1 January 2019.





25 million passengers pass through Versailles-Chantiers station each year. The new car park will offer 405 spaces over 2 underground levels. This is part of the redevelopment of the train station district, which notably includes the creation of a multimodal hub and a new bus station. The other car park, located at the foot of Saint-Louis Cathedral, offers 317 spaces over 6 underground levels.

The purpose of the redevelopment of the Chantiers district is to facilitate access to the Saint-Louis district for all users, including those traveling by bus, by bike or on foot.

THE NETHERLANDS: BY BIKE OR WITH A CHAUFFEUR

The Pcard provides easy access to optimal mobility. In Amsterdam, for example, Pcard holders benefit from a 50% discount when hiring a bike from our partner Amsterdam Bike Rent. The same applies to customers who opt for the “Rent a Bob” private chauffeur service, which avoids them driving when tired or after a night of partying.

POLAND: NEARLY 2 000 ADDITIONAL SPACES AT GDANSK AIRPORT

Built in the wake of the First World War, Gdansk Airport is one of the country’s most dynamic airports. Since the early 2000s, it has posted virtually uninterrupted growth, with traffic increasing from 250 000 to 4.6 million passengers per year. To support its development, the airport has decided to increase its offering of parking spaces significantly. In February 2018, Interparking opened its new car park, known as the P6 Low Cost. At the same time, the capacity of the P1 parking was increased following renovation work. The total offering at Gdansk Airport has therefore more than doubled from 1 350 to 3 300 parking spaces! The brand-new P6 parking is also equipped with photovoltaic panels that cover a portion of its electricity consumption.

BRUSSELS AIRPORT: A WIDE RANGE OF VIP SERVICES

In early 2018, Interparking opened its new P1 VIP parking at Brussels Airport. It is positioned as the pinnacle of high-end services for our premium customers. An optical license plate recognition system automatically controls access to the car park. After entering the car park, the driver hands the keys to a valet, who will take care of the car.

Interparking has also formed partnerships with major brands to offer even more personalized services. These include the collaboration with Carglass, so that customers can have their vehicle’s windshield repaired or replaced while it is parked in the VIP parking. They can also order a food ham-

per from Rob, the Belgian leader in fresh products.

The P1 VIP parking at Brussels Airport also offers high-end carwash services.

HOSPITAL CAR PARKS

In the Netherlands, Interparking is the leading hospital car park operator with 16 hospital car parks. In Europe, we operate 34 hospital car parks and offer

favorable rates for hospital personnel and patients suffering from chronic diseases.

Special apps have also been developed, as in the Netherlands with the Bluefield app which helps hospital personnel to find in a quick and efficient way their parking spaces.



PARKING GUIDANCE SYSTEMS
GUIDING MOTORISTS TO CITY CENTERS



BIKES
BIKE PARKING AVAILABLE



SHOPPING
PARK & SHOP



CAR SHARING
SPACES FOR SHARED VEHICLES