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**Services**

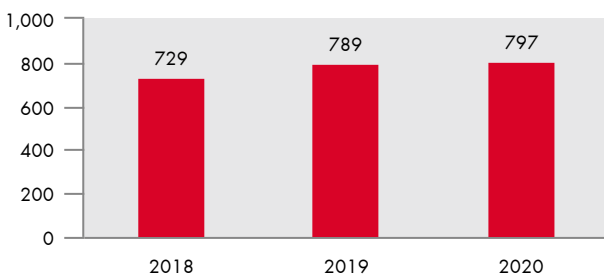
Besides mentioning popular destinations nearby, the information presented includes:

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

**Results**

In 2020 we now have 797 (2019: 789) parking facilities providing the most sought-after information online.

Chart 23: PFs providing online information



**Points of interest**

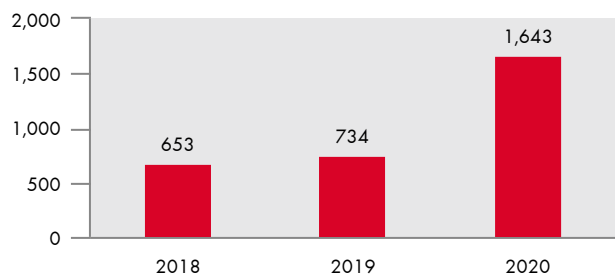
Identifying and listing points of interest (POIs) in the vicinity of a parking facility is not an easy task but it is something we at Q-Park do diligently.

**Results**

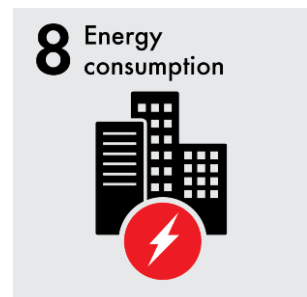
In 2020 we listed 1,643 POIs which are near to our parking facilities (2019: 734 as information from France was not available at the time). We provide useful information online to help customers make an informed decision about where to park, including:

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

Chart 24: POIs listed online



**EV charging solutions**



We like to share value with our customers and stakeholders which we can do by providing EV charging points in our parking facilities. This is not as easy as it may seem.

Electric vehicles (EVs) have become part of the cityscape – they are here to stay for the foreseeable future.

What's more, we can expect numbers of EVs to increase in the drive to meet the Paris Agreement on reducing emissions.

EVs need to park just as petrol and diesel fuelled cars do. The difference is that some motorists want to recharge their car's batteries while parking.

The EV not only occupies a parking space, but it may also occupy an EV charging point even when it's fully charged. An additional dilemma we face is that of the CO<sub>2</sub> footprint of our EV charging facilities. On the one hand, we take measures to decrease our own CO<sub>2</sub> footprint and GHG emissions, yet EV charging adds to these totals again.

**There's more to EV charging than meets the eye**

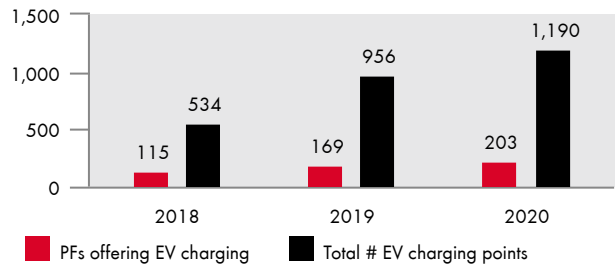
We continue to monitor market developments regarding EV charging and we conduct our own research. Governments throughout Europe are introducing regulations regarding the availability of EV charging points in purpose-built car parks and on-street. We want to be prepared so we meet the requirements.

 [More about our vision on EV charging.](#)

**Results**

In 2020 we have improved our back-office data submission and corrected the numbers of EV charging points in our parking facilities. We now have 203 parking facilities offering EV charging (2019:169) an increase of 20.1%. The total number of EV charging points available is 1,190 (2019: 956), an increase of 24.5%.

Chart 25: EV charging points



**7 AFFORDABLE AND CLEAN ENERGY**



**11 SUSTAINABLE CITIES AND COMMUNITIES**



Providing EV charging solutions in our parking facilities contributes to SDG 7 and SDG 11.

**Digital services**

In our 2020 materiality analysis, digitisation is high on the agenda. Internal stakeholders place digitisation fourth, while external stakeholders rank digitisation as the top priority. Digital services also enhance customer satisfaction.

**1 Customer satisfaction**



**3 Digitisation**



Digitisation has always been a business priority. Projects such as country websites with standardised back-office data, Parking as a Smart Service (PaSS) proprietary platform based on ANPR and the Q-Park Mobile App