CONTENTS

GUIDELINES

GENERAL

PaSS

Q-Park has taken parking convenience a step further – from cashless to ticketless to contactless parking – no bank or credit card required at the parking facility at all. This technology is embodied in the PaSS and PlatePay solutions.

Q-Park PaSS is an evolutionary innovation combining ANPR technology with digital payment solutions and Q-Park's proprietary Back Office Calculation (BOC) module. Now, we can integrate the Parking Management System (PMS) at access and exit points with Q-Park's BOC to create a seamless, fair and transparent parking experience.

Q-Park PaSS is an ecosystem. It is a collaborative economic innovation as in recent years, boundaries between industries have become blurred and customers are hyper-connected. Everyone now has access to ambient intelligence and connectivity, boundless information and unlimited choices.

Understanding this created the opportunity to grow our business by delivering and capturing value from innovation with a variety of business partners. Together we considered how to:

- simplify the various steps a parking customer needs to take (literally and figuratively) and we innovated to make these steps as simple as possible;
- connect the various sales & service channels a customer uses and we innovated for transparency, flexibility and freedom of choice;
- plan adaptively for businesses who wish to offer parking as part of their service and we innovated to ensure seamless integration with their backoffice systems.

In Belgium, PaSS is already integrated with the following partner applications:

- KBC Mobile, providing effortless parking for their clients using their mobile banking app;

- EasyPark, providing an integrated on-street and off-street solution for their app users;
- Parkmobile, providing an integrated on-street and off-street solution for their app users.

PlatePay is the specific Q-Park implementation of this service and is available to any customer using the Belgian Q-Park Mobile-app. Customers register their number plate in the app and link it to a bank account. Their number plate then forms their key to access Q-Park car parks.

Compliance

We are proud of the reputation we have built for quality, integrity and customer service. Q-Park aims to be the most preferred and recommended parking partner at strategic locations in West Europe, based on functional quality, operational excellence, customer satisfaction and sustainable financial performance.

Q-Park recognises that our goals can be met only with the dedicated input of committed employees and partners who share our passion for quality and customer service.

To protect our reputation, we find it important to ensure that future partners know what our expectations are (hence this manual). After all, a lot of customers are going to use our parking facilities through the integrated solution and we want to make sure that they experience the same customer friendly approach as our 'own-known' customers.

We focus on transforming the customer experience of parking into one that is a welcome part of any journey, as car parks often provide the first, and last, impression of the destination.

Service definition

The service as agreed requires the third party to update customer data (only of customers who gave consent) towards Q-Park.

This enables your customers to use/park Q-Park parking facilities.
| Q-Park will process updates of customer data from the third party.
| Any customer arriving at Q-Park will be granted access when their number plate is recognised.

When the customer is identified, Q-Park will send parking session check-in and check-out messages to the third party for payment processing. The third party will process these and respond with a return/acknowledgment message. Confirming payment of the parking action.

The third partner also provides 4-digit access (PIN) codes or QR codes which will be added in the Q-Park white list. These codes can be found by the customer in the app and can be used to open the secured pedestrian doors of the car parks.