
CONTENTS

| | |
|----------------------------|----|
| FAQ | 3 |
| SCENARIOS | 4 |
| GUIDELINES | 6 |
| General | 6 |
| Communication flow | 8 |
| Marketing & Communications | 9 |
| Customer care | 10 |

COMMUNICATION FLOW

Notifications & Reports

| From | Description | When | How |
|------------------|---------------------------------------|--------------------------------------|--------------------|
| Q-Park | Planned maintenance or unavailability | 24 hours in advance | E-mail |
| Q-Park | Incident management | As soon as an incident is identified | E-mail, phone |
| Partner | Planned maintenance or unavailability | 24 hours in advance | E-mail |
| Partner | Incident management | As soon as an incident is identified | E-mail, phone |
| Q-Park & Partner | Partnership meeting | Every 3 months | Meeting, conf call |

Incident management

An incident is an unplanned interruption to the service, or a reduction in the quality of the service. Incident management is the process to correct disturbances of the service as soon as possible, sometimes using workarounds. It involves both proactive as well as reactive incident resolution.

Partnership meeting

Every 3 months a partnership meeting will be organised to discuss the overall results, the quality and the improvement opportunities of the service.

Contacts

| Role | Name | Phone | E-mail |
|---------------|-----------------|-----------------|----------------------------|
| Main | Tom Seijben | +31 614 030 261 | tom.seijben@q-park.com |
| Technical | Jan Heylen | | jan.heylen@cegeka.com |
| Operational | Bert Geurts | +32 473 755 958 | bert.geurts@q-park.be |
| Customer care | Tamara Pelgrims | +32 495 737 336 | tamara.pelgrims@q-park.be |
| MarCom | Sacha Oerlemans | +31 627 830 359 | sacha.oerlemans@q-park.com |
| Financial | Remco Janssen | +31 883 295 100 | remco.janssen@q-park.nl |