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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