



Results external European survey – Sustainable development

25 February 2021

1. Respondents

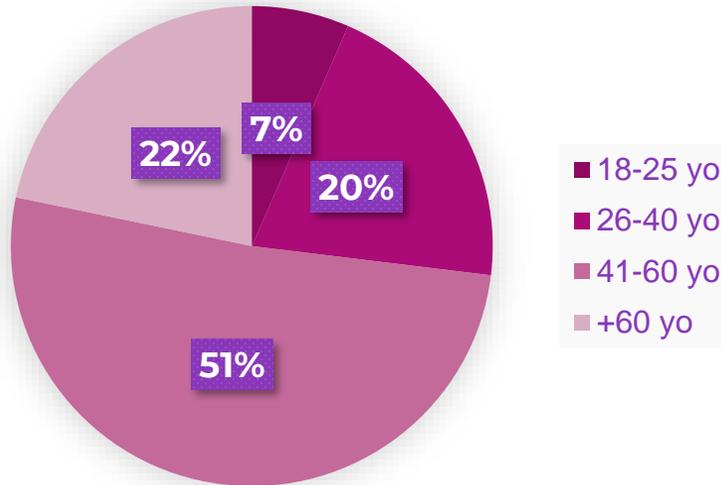
Number of respondents

- France: **748**
- Spain: **450**
- Belgium: 185 (NL) + 53 (FR) - **238**
- Poland: **40**
- Luxembourg: **8**

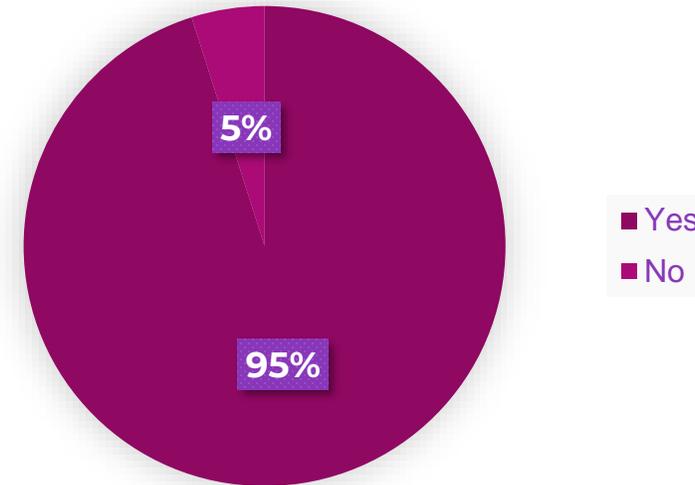
- **Total: 1 484 respondents**

Age ranks and habits

Age



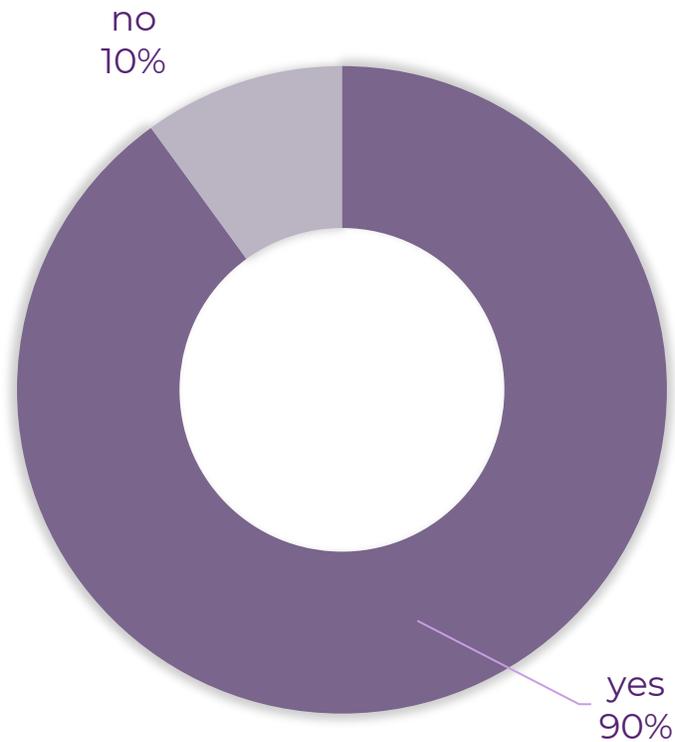
Car owners



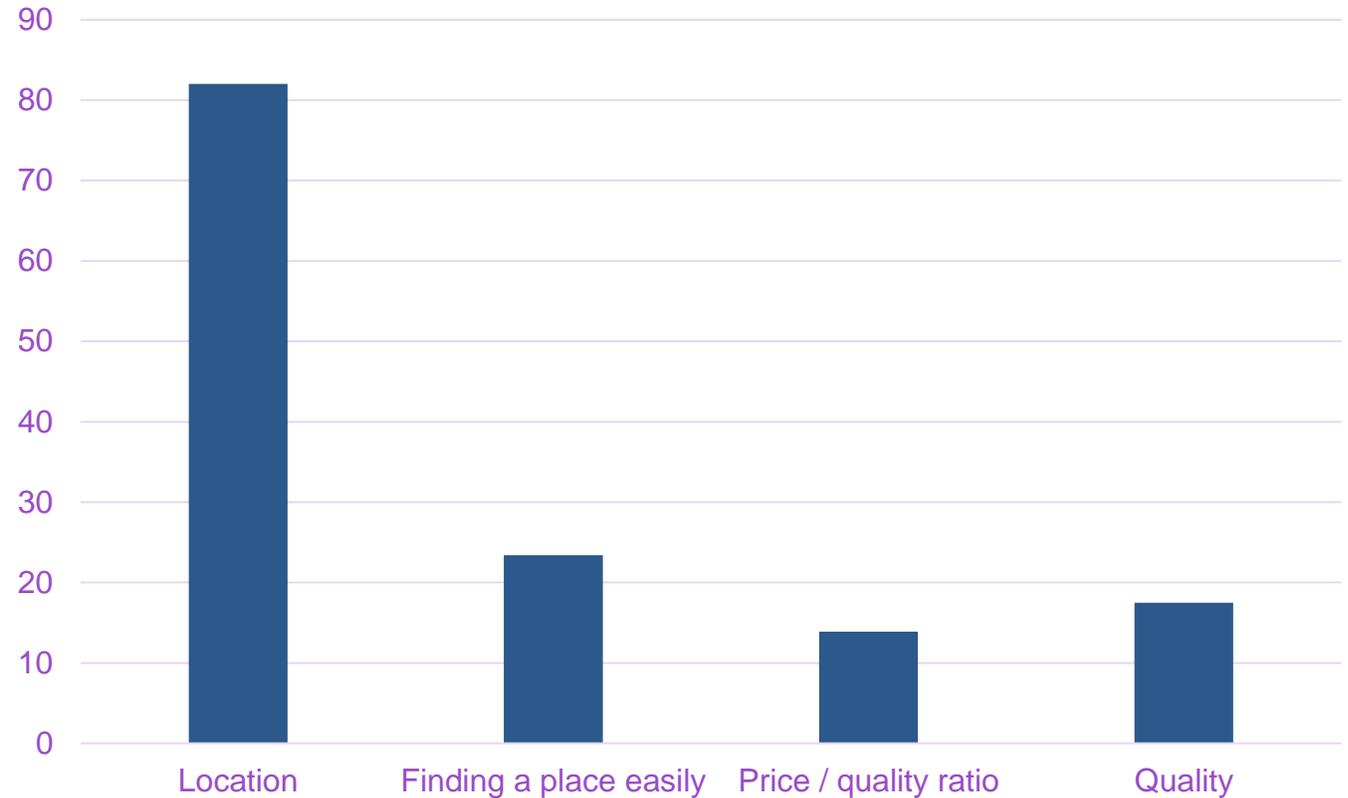
About half of the respondents are in the 40-60s – linked to the average age of our subscribers / car parks' customers and the majority owns a car.

1. Trends and analysis

Are you a regular INDIGO customer?



If yes, why

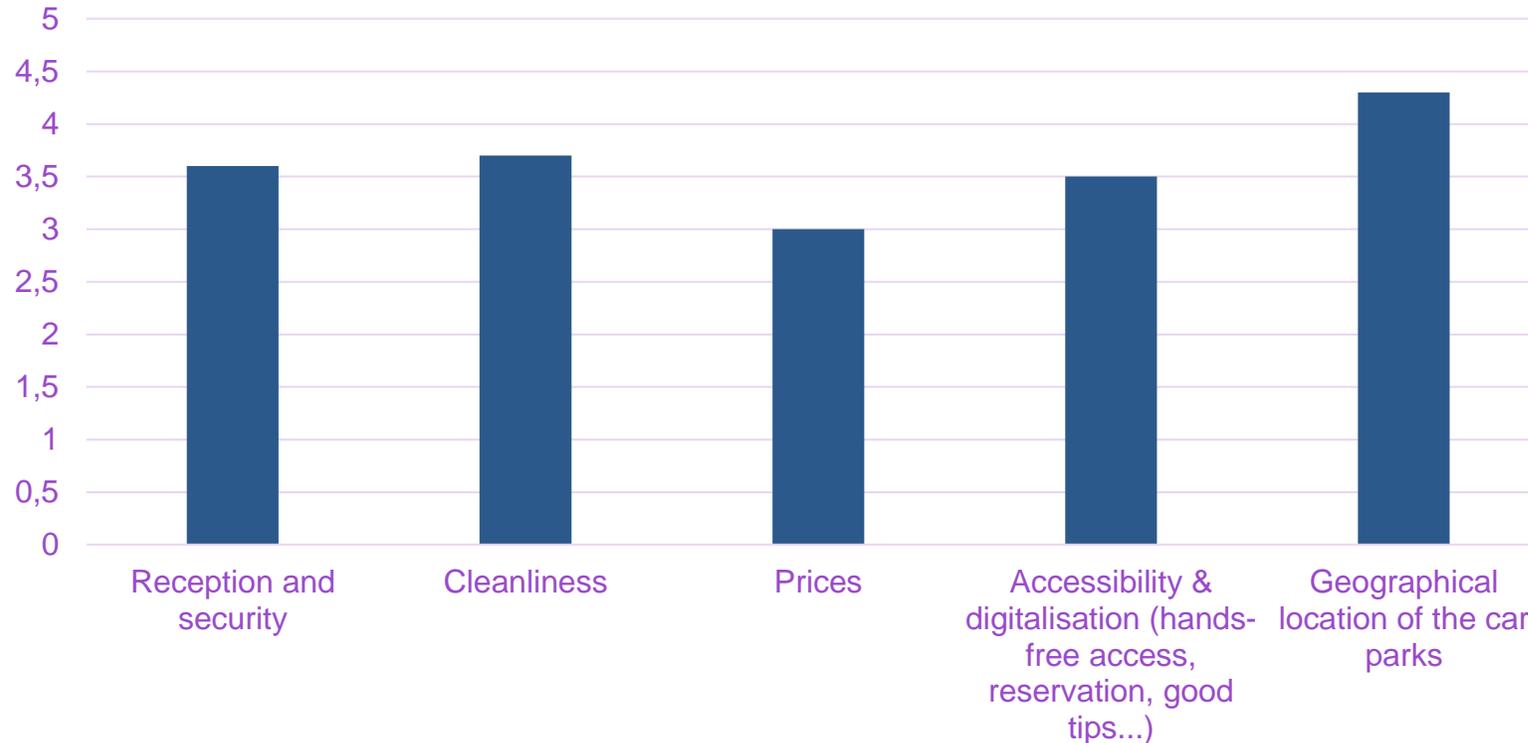


Most of the respondents are INDIGO customers (hourly or subscribers).
The location is key for them.

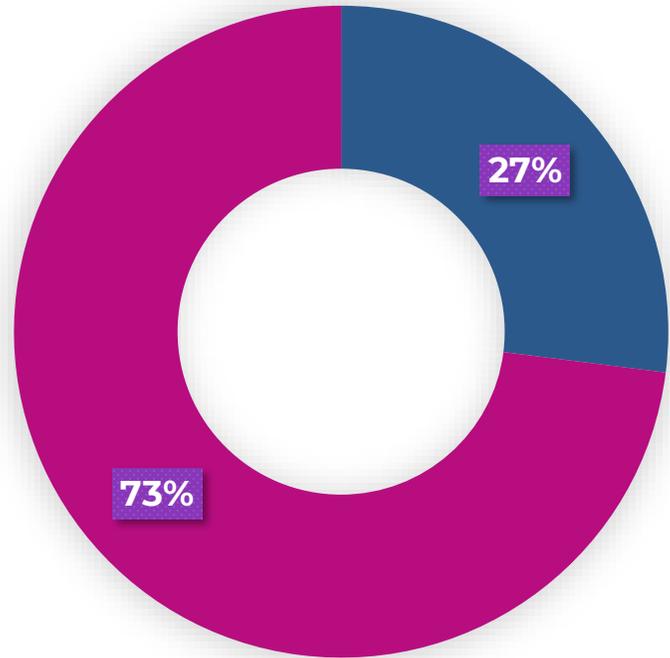
2. Analysis

How satisfied are you with the quality of service currently offered by INDIGO car parks?

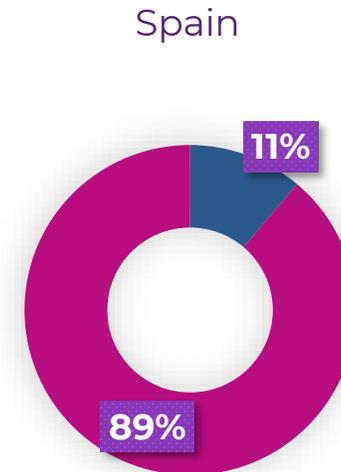
(Rate each item from 1 to 5 - 5 being very satisfied)



Do you think it is important that our car parks and their services evolve in line with Sustainable Development?



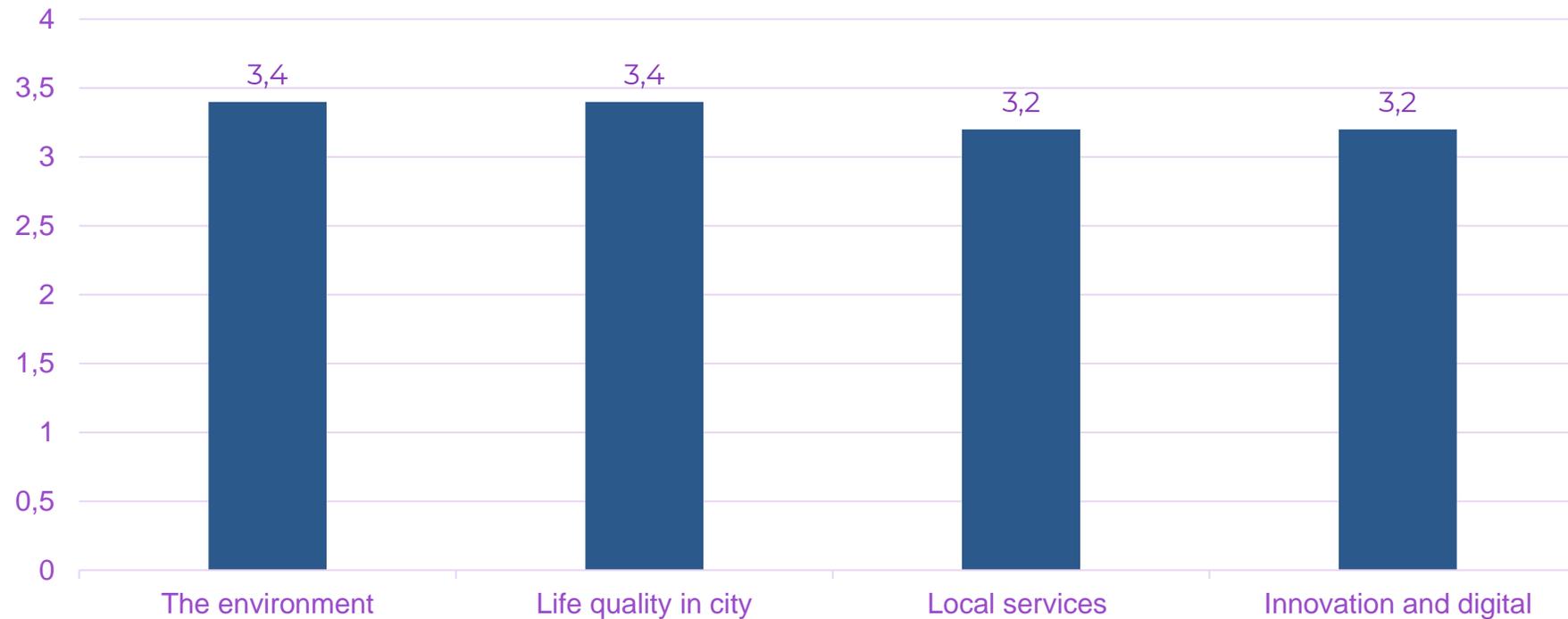
■ Not important
■ Very important



■ Not important
■ Very important

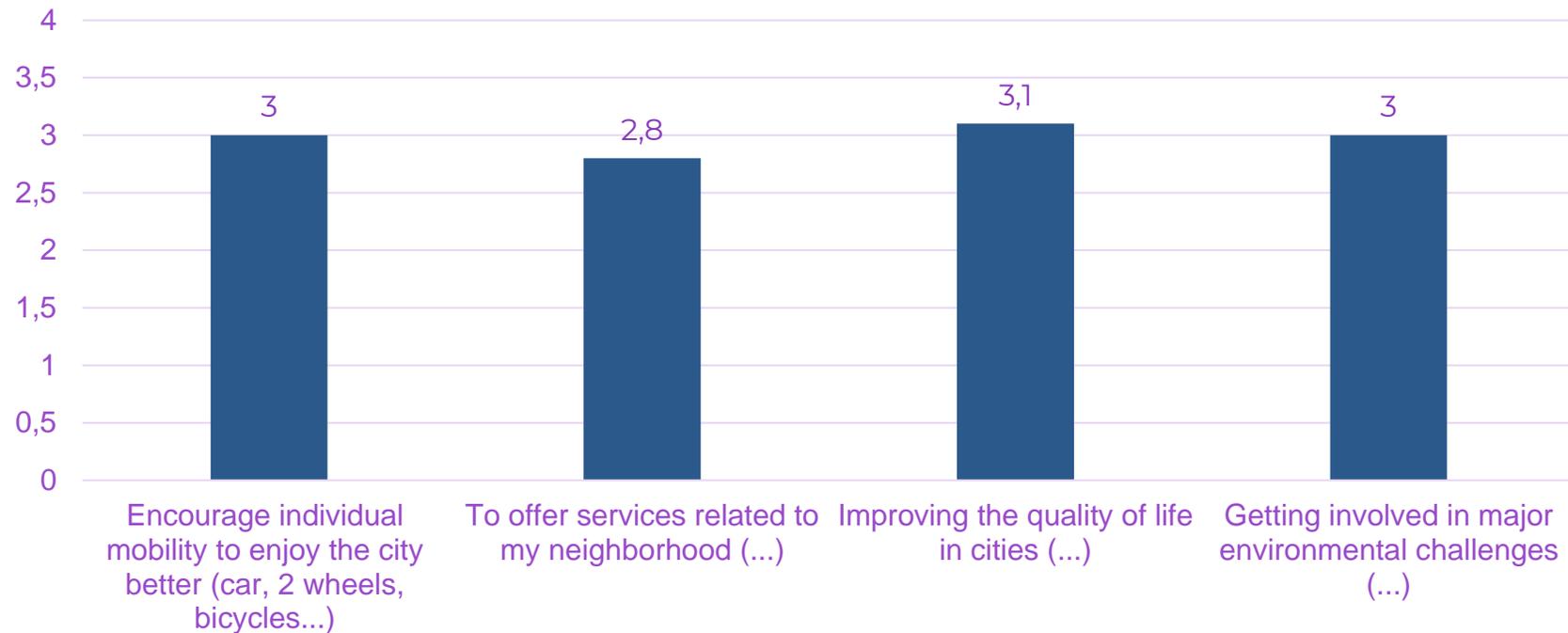
CSR is considered as an important topic for INDIGO's evolution. However, we have some disparities between countries. Spanish respondents consider it more widely as a priority

In your opinion, what are the most important values to make parking part of a more sustainable world? (Rate each item from 1 to 4 - 4 being very important)



The rates are very homogeneous, confirming the importance of each.

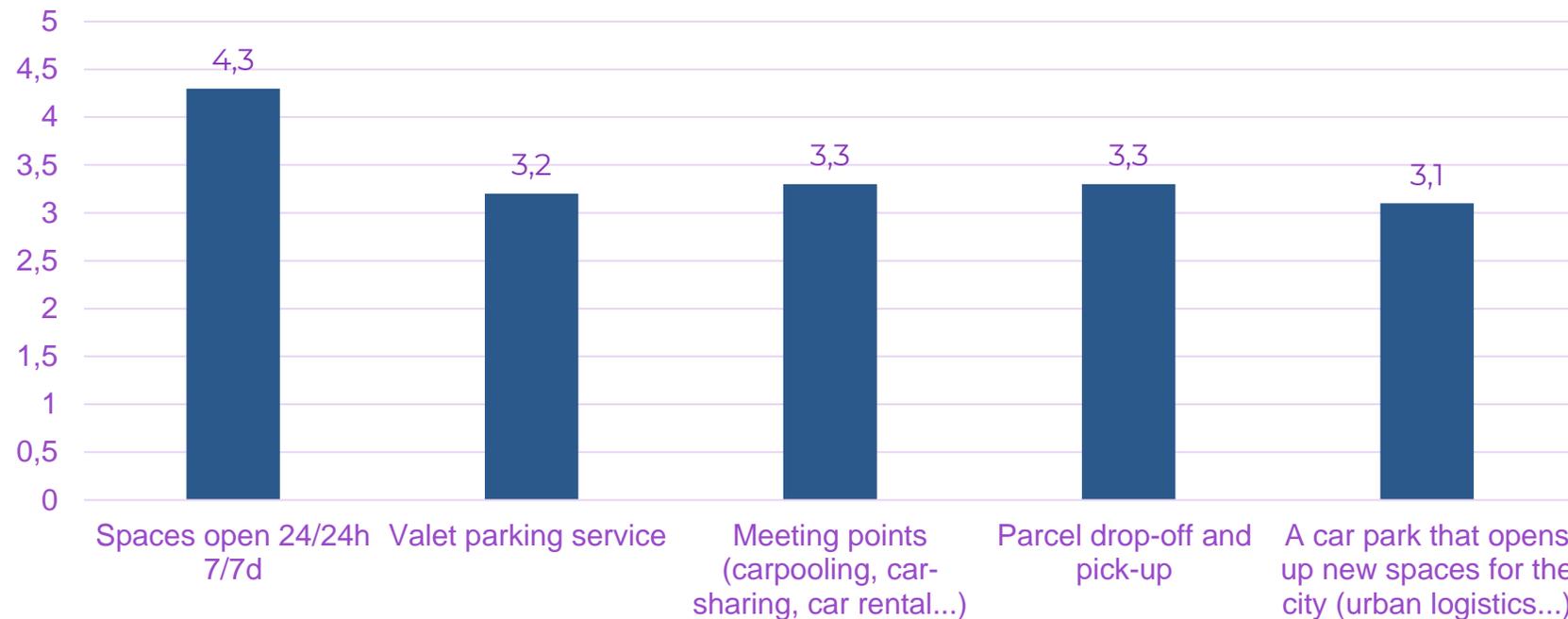
What are the main environmental and societal challenges on which INDIGO has a role to play? (Rate each item from 1 to 4 - 4 being very important role)



The results are very homogeneous, all inputs seems important.

What services would you like INDIGO to offer in the upcoming years?

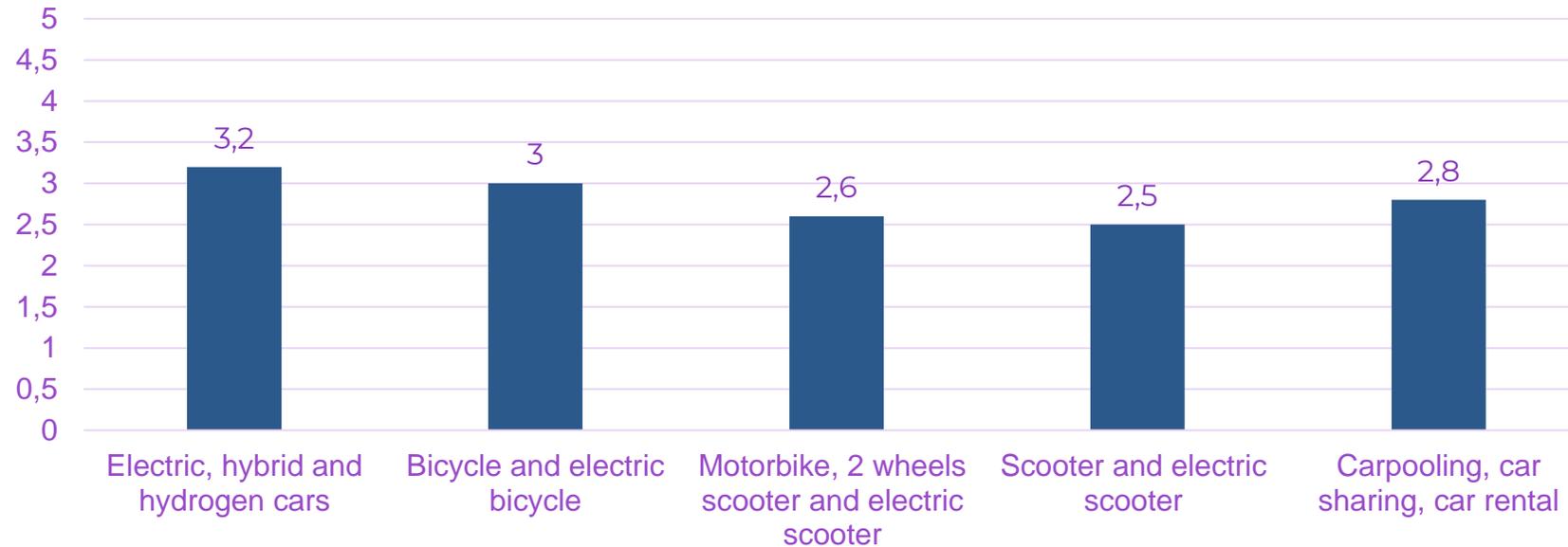
(Rate each item from 1 to 5 - 5 being very important role)



Convenience with spaces opened 24/24 7/7d seems to play the most important role however, the other suggestions are also considered. In France, valet parking has a very low rate (2).

Would you like to receive offers of parking and services dedicated to mobility below

(Rate each item from 1 to 5 - 5 being very interested)



Offers linked to green cars and bicycle as well as car sharing have the best rates compared to motorbikes and scooters. For 18-25 yo, electric cars and bicycle offers reached 3.8 and 3.7.

Suggestions and comments about sustainable development

Accès aux autres moyens de transport

Service de réception de colis

Nettoyage, blanchisserie, couture...

Service conseiller touristique

Service de nettoyage de la voiture
intérieur extérieur

Point covoiturage : quelques places
identifiées pour faciliter la prise et le
dépôt de covoitureurs

Aide au déchargement et au portage
pour les personnes fragiles

Mejorar accesibilidad para personas con
discapacidad en los aparcamientos
*Améliorez l'accessibilité des personnes
handicapées dans les parkings*

Agrémenter avec la végétalisation de certains
espaces ou façades

Il faut plus de parking en sous-sol, avec des bornes
électriques. Le stationnement doit disparaître pour
dégager l'espace public.



INDIGO

G R O U P