CONTENTS

BRAND IDENTITY	5
I Brand voice & Tone of voice	6
I Effective communication is crucial	7
VISUAL IDENTITY	8
Logo	8
Colour	17
l Typography	24
I lcons	26
I Programme logos	27
REAL ESTATE	28
I House style manual	28
Customer Guiding System	29
l Partnership signage	43
l EV-charging points manual	48
I Mobility Hub signage manual	55
I A1 frames	87
STATIONARY	89
I Digital stationary	89
I Printed stationary	91
COMMUNICATIONS	96
I Guidelines	96
Conventions for visuals and the logo	106
I Tone of voice and Writing guidelines	107
l Corporate English style guide	114
l Tools	121
Q-Park terminology	123
I Marketing Communications Code	139
I Tone of voice	140
PR	141
l Press / Media protocol	141
I Guidelines	143
PHOTOGRAPHY	147
APPENDICES	166

For details about using the Q-Park logo, please refer to the Brand identity LOGO section and the Brand identity Don'ts.

Use Q-Park colours

The correct Q-Park colours for use in documents are incorporated in the Q-Park templates available for Word, Excel and PowerPoint.

Q-Park colours are defined in the Visual Identity colour section.

For information about the colours you can use in charts, graphs and tables see the primaray colours section.

Q-Park icons

- Use Q-Park icons for our services, wayfinding and the like. These are available in Idefix.
- There are special icons for the various Q-Park programmes, see programme logos.
 - PaSS (Parking as Smart Service)
 - Sustainable Mobility Partner (SMP) Programme
 - I EV charging
 - Mobility hubs
- If there is no Q-Park icon for your purpose, you may use icons freely available online to embellish and/or clarify your text:
 - use really smart/clarifying icons, something that makes sense to a 'new' reader;
 - never use USA styles, dollar signs and the like;
 - avoid using round elements, rounded corners, and circles;
 - I to request a new Q-Park icon be created in Q-Park colours contact Corporate Brand & Communications

Visuals included in writing

Visuals of all types can be used to clarify information or a concept that is complicated to explain in words. Use photos, infographics, tables, charts and graphs where applicable.

To have an infographic redrawn in house style, please contact Corporate Brand & Communications

Take note of the following dos and don'ts when including visuals in your text.

Do	Don't
Leave white space around a visual element. We call this the 'safe zone'.	Place text over a visual element as this detracts from the readability
Use icons and visual elements with right-angled corners. This emphasises our brand image.	Use icons or visual elements with rounded edges, shadows etc. This would detract from our brand image

Always add a caption or title.

- If appropriate for your text include numbering.
- This makes it easy to refer to the visual in the text.

Always state the source and credit the copyright holder.