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Social media

When writing for **social media**:

I Use **CamelCase** for **hashtags** because:

I your audience can see meaning at a glance;

I screen readers can pronounce the words.

Do

#QParkNews

#PrideWeekHamburg

#CityCentre

#MeetTheTeam

Don't

#qparknews

#prideweekhamburg

#Citycentre #CITYCENTRE #citycentre

#meettheteam #MEETTHETEAM #Meettheteam

Writing recommendations

All Q-Park communications should be clear and concise, and easy to understand at a glance – for visuals, and on first reading for texts. Follow your country/language 'plain language' guidelines.

I Use **inclusive language** so not to offend

I Use the **active voice** to communicate in a direct, concise and dynamic tone

I Be **positive** and emphasise what can be done

I **Give credit** for sources and images used and respect copyright

Use meaningful headings

Keep headings to a single line. Write a meaningful phrase that informs the reader about what's coming next. The ideal heading length will depend on where the text will be published. Remember that website texts must also be easy to read on smaller devices such as tablets and smartphones.

Good style

Use meaningful headings:

How to read this report

Summary of our findings

Try to avoid

Heading using just one or two words:

Introduction

Conclusion

Write in the active voice

Wherever possible, write in the present tense. This creates an active narrative which is attractive to read. This usually generates a more compact text.

Good style

Q-Park Windsor Yards renovation is now complete.

Try to avoid

The renovation of the Q-Park Windsor Yard car park has now been completed.

Vary the sentence length

Another aspect that makes writing attractive to read is varying sentence length. Sentences with 15 to 20 words are generally easy to read and understand. Try to avoid

sentences with 30 or more words, split such sentences or create a bullet list. Short sentences convey information quickly and reliably.

Write compact sentences

	Good style	Try to avoid
... of the ...	the car park's entrance	entrance of the car park
the ... of	renovating	the renovation of

Using abbreviations

- I When using these terms and abbreviations always add an explanation and put the abbreviation in brackets, then you can use the abbreviation in your text.
- I When writing for a website or report, repeat the full term at the start of an article, section or chapter, as the reader may be jumping in without having read the previous explanation.

You will find a list of abbreviations including their meaning and use within Q-Park in the Q-Park terminology section.

Gender sensitivity

We use gender-neutral and gender-inclusive language. So, when referring to individuals use the 'singular they' (they/them/their) or similar device in your language, such as a general plural.

We use gender neutral form for professions and professionals

Do

Parking Host

Parking Attendant

QCR operator

Colleague, coworker (different section)

salesperson, sales executive

chair, chairperson

athlete

firefighter

Don't

parking hostess

parking attendant

employee

salesman, saleswoman

chairman, chairwoman

sportsman, sportswoman

fireman, firewoman

Job titles

We always use a gender-neutral term for job titles and positions.

If a job title has multiple words, then all parts start with an uppercase letter, for example

| Parking Host

| Parking Attendant

Proper names

Take care to write people's name correctly. In Dutch, family names with 'de' or 'van' in the middle take a lowercase letter; in Belgium, this is usually an uppercase letter.

Do

Frank **De** Moor

Philip **De** Brabanter

Don't

not Frank **de** Moor

not Philip **de** Brabanter

Currency conventions

Each language has its own conventions when writing money amounts which you should follow when writing in your local language. Also follow these general guidelines:

| In reports (B2B) use ISO three letter currency code

| For websites and e-mails and other communications with customers (B2C) use the currency symbol

| When writing negative money amounts use a minus sign

Country	Abbreviation	Currency	Currency code	Currency symbol
Netherlands	NL	euro	EUR	€
Germany	DE	euro	EUR	€
France	FR	euro	EUR	€
Belgium	BE	euro	EUR	€
United Kingdom	UK	pound sterling	GBP	£
Ireland	IE	euro	EUR	€
Denmark	DK	kroner	DKK	kr.

Currency dos and don'ts

	Do	Don't
B2B examples	EUR 129.3 million	€129.3 million
	EUR -18.6 million	€-18.6 million €(18.6) million
	EUR 18.6 million	€18,600,000.00
B2C examples	€ 25.5 per day	EUR 25.5 per day
	€ 0.75 per hour	EUR 0.75 per hour

Phone number styles

Always include the country code, omit the leading zero, and leave a space between blocks of 3 or 4 digits for easy reading. This is also known as international style.

	Do	Don't
Phone numbers	+31 6 1234 5678 +44 20 1234 1234	+31612345678 +4402012341234 +31(0)612341234

Quality check

Use this checklist before publishing or sending out anything you have written. After all, we're only human and humans make typos, and we have tools to help us.

- | Is the spelling and grammar correct. Use the spelling checker but don't rely on it blindly.
- | Is the text well-structured and logical
- | Is everything covered
- | Is the content accurate

- | Is the level of detail appropriate
- | Is there irrelevant information that can be omitted
- | Is the communication:
 - | specific
 - | concise
 - | consistent
 - | unbiased
- | Do use the spelling checker. Be aware that it may suggest splitting or joining words when they should be written together or separately:

Do

cybersecurity

healthcare

multistorey

ongoing

rooftop

wellbeing

Don't

cyber security

health care

multi-storey

on-going

roof top

well-being

- | If time allows, use the **read aloud function** to listen to what you have written.
 - | you simply left out the last letter:
made, mad
 - | you may accidentally type **form** when you mean **from**

- | you may use the incorrect spelling with a totally different meaning. Here are some examples of these **confusable words**:

advice (noun, suggestions or encouragement)

advise (verb, to suggest or encourage)