

***Truck Etape***  
***Béziers***



**ESPORG EXCELLENCE  
IN TRUCK PARKING AWARD  
– THE BEST TRUCK PARKING 2021–2022 –**



# Application Form – Truck Etape Béziers

Truck Etape Béziers is a secured and guarded trucks parking located in the town of Vendres, on the highway A9, exit 36. It is rated GOLD Level by Esporg.

The parking offers 350 spots and all the facilities that drivers need for their comfort and security.

Indeed, our priority is to make sure drivers enjoy their stay on our site. Therefore, we offer them maximum security, optimal customer assistance and many complimentary services and advantages.

We apply in the hope to be the Best Parking 2021-2022.

This award would be a great achievement for us as we are continuously working on improving our quality service.





# Category 1: Comfort & health





## Food available 24/7 at or near the site

Our road restaurant is open 7/7 from 6am to 11pm on site, non-stop service.

Drivers can eat at the restaurant or have some snacks at the bar. All the food is cooked and prepared in our kitchen by our team.





You can see on the right an example of our menus that we change daily.

We offer special prices for customers of the parking They have a 30% discount on food on presentation of the parking ticket.

That way for a driver, the option starters + main + dessert is 11.90€ and the option starter + main is 9.80€.

## **STARTERS**

Cauliflowers soup

Quiche Lorraine

Homemade terrine with cognac

Mixed salad

## **MAIN COURSE**

Grilled tuna steak with garlic mayonnaise

Veal Blanquette

Rossini burger

Vegetables plate

Cheese and bacon burger

Ribs BBQ sauce (suppl,3€)

Sirloin steak with pepper sauce (suppl,3€)

## **SIDES DISHS TO CHOOSE**

Rice, Vegetables, Green salad, Fries

## **DESSERTS**

Plate of cheese

Chocolat mousse

Creme brulee

"Tatin" Apple pie

Caramel tiramisu



If drivers want to have some food at any time, they can purchase drinks and snacks at the security post in the parking.

Drivers can also go to our shop next to our gas station from 6am to 9pm (may-oct) or from 6am to 8pm (oct-apr) to find a variety of snacks (sandwiches, charcuterie, salads...).







## Fitness and leisure facilities at or near site

We just opened a fitness room (photo on the right) on site with:

- 3 treadmills,
- 1 fitness bike,
- 1 spinning bike,
- 1 elliptical bike,
- 1 leg press station,
- 1 weight bench,
- 2 rowers.

Access is free and exclusive for customers of the parking.





We also have a relaxing room with TV and all the sports channels.

We can broadcast Championship's football games and main sports events.

There is a football pitch and a petanque ground (petanque balls provided).

32 bikes are available for free.







## Laundry facilities at or near the site

We have 2 laundry machines with detergent dispensers and 2 dryers.



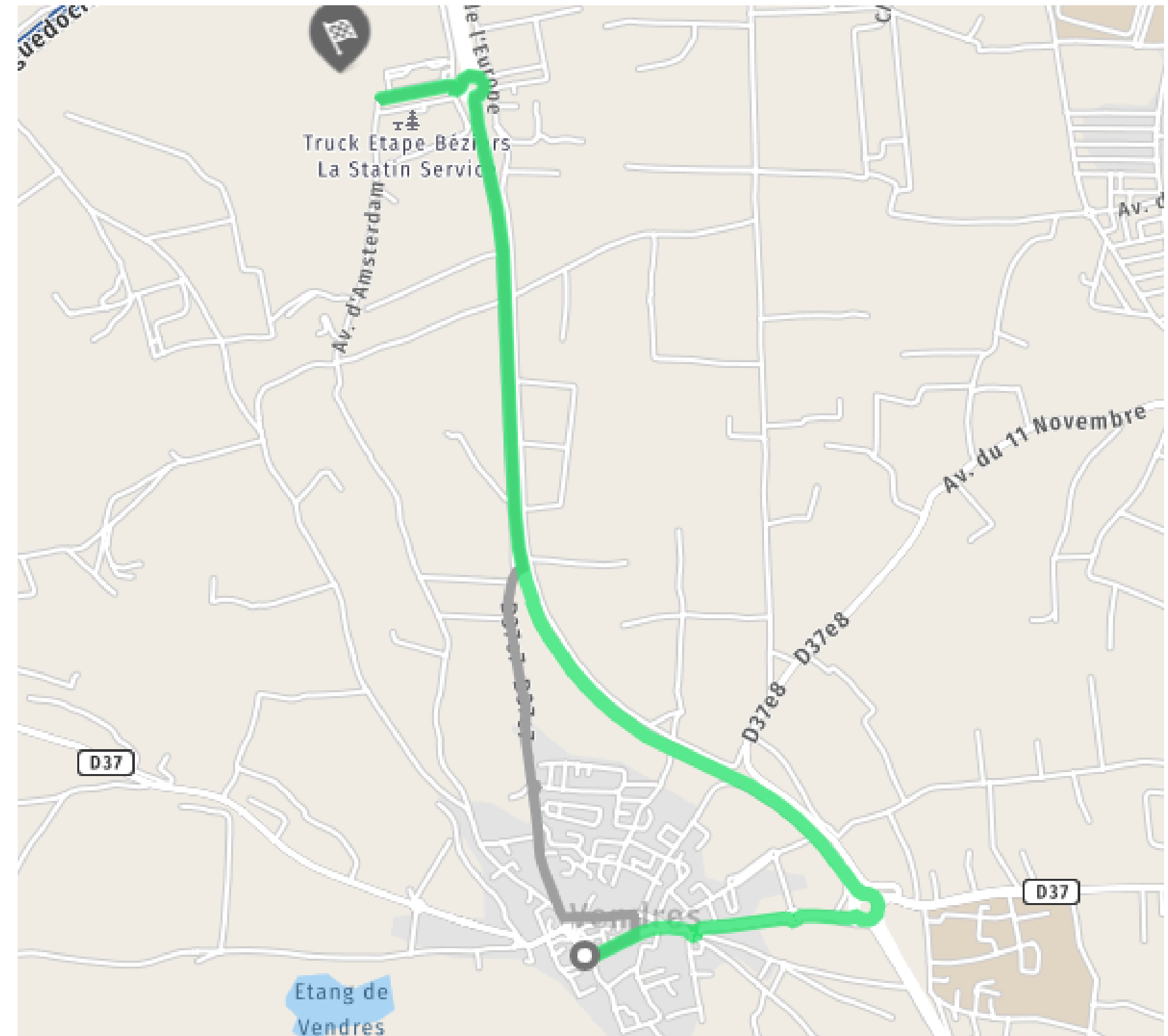


## Medical assistance and/or pharmacy onsite or nearby

A pharmacy is located 3.5 km away.

Our staff received first-aid and rescue training (please find attached the training certificates).

The whole site is fitted with 3 defibrillators to face hearts issues.







## Specific dietary food available

Our team offers meals that are suited to different kinds of diet. In this way, for vegetarians we offer salads and vegetables plates, for pescetarians, we have a variety of fish dishes, and we also offer halal meat.

We serve a different fish every day as you can see on next page.

Wednesday 15 Décembre 2021

### STARTERS

Ham and asparagus risotto  
Leek soup  
Homemade terrine with cognac  
Mixed salad

### MAIN COURSE

Homemade lasagna with salmon and spinach

Sarmale "Roumania"  
Burger of the day

Vegetables plate

Cheese and bacon burger

Ribs BBQ sauce (suppl,3€)

Sirloin steak with pepper sauce (suppl,3€)

### SIDES DISHS TO CHOOSE

Roast sweet potatoes, Vegetables, Green salad, Fries

### DESSERTS

Plate of cheese  
Hot chocolat cake  
Tiramisu  
Pears pie  
"île flottante"

Thursday 16 Décembre 2021

### STARTERS

Eggs and foie gras  
Goat cheese salad whith honey  
Homemade terrine with cognac  
Mixed salad

### MAIN COURSE

Grilled tuna steak with végétales

Bœuf Bourguignon  
Burger of the day

Vegetables plate

Cheese and bacon burger

Ribs BBQ sauce (suppl,3€)

Sirloin steak with pepper sauce (suppl,3€)

### SIDES DISHS TO CHOOSE

Mashed potatoes, Vegetables, Green salad, Fries

### DESSERTS

Plate of cheese  
Red berry pannacotta  
Cherry pie  
Eclair  
Apple pie

Friday 17 Décembre 2021

### STARTERS

Cesar salad  
Green peas soup  
Homemade terrine with cognac  
Mixed salad

### MAIN COURSE

Sword fish with dill sauce

Roasted duck leg  
Italian burger

Vegetables plate

Cheese and bacon burger

Ribs BBQ sauce (suppl,3€)

Sirloin steak with pepper sauce (suppl,3€)

### SIDES DISHS TO CHOOSE

Potatoes gratinated, Green peas, Green salad, Fries

### DESSERTS

Plate of cheese  
Chocolat mousse  
Raspberry cake  
Fruits crumble  
Custard pie

# MAXI PANINI KEBAB



4.50€







## Multilingual service options

Besides the fact that our staff can speak several languages (English, Arabic, French, Romanian, Spanish, Russian, German and Armenian) and that they carry a translation tablet, our communication supports are written in French, English, Spanish and Russian as you can see on this example of communication on the right.



**Truck Etape**  
**Béziers**

**SHOWERS OPENING**

1. Place the card in front of the reader  
2. Wait for the green light  
3. Turn the black latch on the right

**AGUACEROS DOUCHAS**

1. Pon la tarjeta frente al lector  
2. Espere la luz verde  
3. Gire el pestillo negro para abrir

**ОТКРЫТИЕ ДУША**

1. Барсук с карточкой  
2. Подождите, пока загорится зеленый свет.  
3. поверните черную защелку, чтобы открыть.

**OUVERTURE DOUCHES**

1. Badger avec la carte  
2. Attendre le voyant vert  
3. Tourner le loquet noir vers la droite

**TO CLOSE THE SHOWER AFTER USE**

1. Place the card in front of the reader  
2. Wait for the green light  
3. Turn the black latch twice to close

**PARA CERRAR LA DUCHA**

1. Pon la tarjeta frente al lector  
2. Espera la luz verde  
3. Gire el pestillo negro 2 vueltas para cerrar

**Закреть душ» после использования**

1. Барсук с карточкой  
2. дождитесь «зеленого» света  
3. поверните черную защелку на 2 оборота, чтобы закрыть.

**FERMETURE DOUCHES**

1. Badger avec la carte  
2. Attendre le voyant vert  
3. Tourner le loquet noir de 2 tours pour fermer

**2 = OK**

**OPEN**

**3**

**2 = OK**

**CLOSED**

**3**



Moreover, our WIFI portal gives essential information for customers in the language set on their phone.





Other:

1

Our parking is located in a bucolic environment, surrounded by green areas.



2

We also are located near the beach (10km from Valras Plage), which allows drivers to enjoy the sea thanks to the bikes we lend them for free.



Picture of  
Valras Plage



3

The whole parking area is covered by photovoltaic panels so that our customers are protected from the rain and from the sun in Summer.





4

A small football pitch is available for drivers. It can also be used as a petanque ground (petanque balls provided).





There are 3 different picnic areas at the parking.

Two of them are covered, one has 3 tables and the other one has 2 tables.

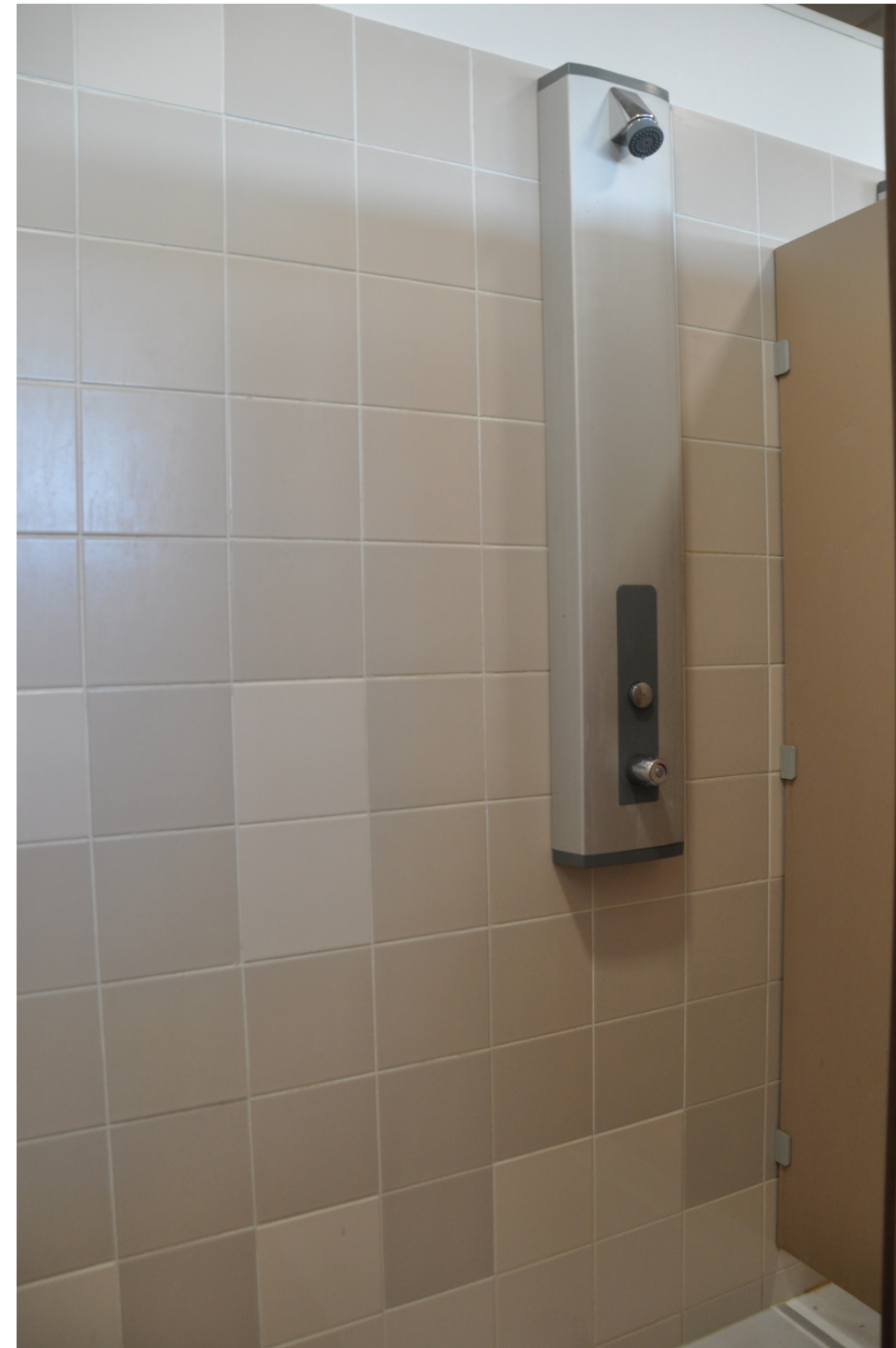
And there is another table at the back of the parking area.





6

We have implemented a strict protocol to clean showers; we make sure they are cleaned after every use. They are accessible **for free 24/7** for customers of the parking.







A watering point is available for drivers to fill up plastic jugs or to wash their dishes.



# Category 2: Mobility & Connectivity







## Hotel Motel Accommodation onsite or in the immediate vicinity

The hotel Althéa \*\* is located 5km away from our parking, we offer a booking service for drivers so that they can respect the European regulation on weekly break taken out of the truck.

To make the drivers life easier, we organise a shuttle to the hotel and back to the parking.

### UN SERVICE DE RÉSERVATION DE CHAMBRE D'HÔTEL

Dans la perspective de la réglementation européenne future imposant aux chauffeurs de prendre leur repos hebdomadaire en dehors du camion, nous mettons à leur disposition des chambres d'hôtel pour une ou deux personnes dans un rayon de 5 km.





## Fuel station at site or nearby



Our site has its own fuel station specific for heavy trucks with 4 paths and 8 GO nozzles, 5 AD Blue nozzles, and 6 NRG nozzles. GO, NRG and AD Blue products are available on each path.

Besides the credit card and cash, we accept the majority of petrol cards: IDS, DKV, UTA, Shell, Andamur, E100, EDC, Eurowag, Global Star, On Turtle, Morgan Fuels, Tankpool and GO Tankpass.

A free inflation station for tires is also available for drivers. The shop of the gas station is open 7/7 from 6am to 8 pm.





## Alternative truck charging/filling station (LNG/Electricity/Hydrogen) onsite or nearby

At the parking, 5 electric units are available for drivers to supply their frigorific trucks.

In case customers do not have cables with them, they can get one from our staff.

We are currently in negocation to introduce a green hydrogen filling station on our site during the year 2024.

We are planning to open LNG/CNG in 2023.





## A reliable and stable Wi-Fi connection for customers



The whole parking area and the restaurant / bar / fitness room / relaxing room have unlimited access to high speed free WIFI.

We have 20 Wi-Fi hotspots on the parking area and 6.5 ha are covered.

The Internet access is asymmetric fibre with about 60Mbits/s for download and 5 Mbits/s for upload and it is connected to the public Wi-Fi network.





## A payment system directly to the customer company

The driver can pay with all the toll badges: Axxes, Total, Telepass, DKV, Eurotoll.

We also accept the majority of European petrol cards : DKV, UTA, IDS, Snap and ours, FAL Distri.

We also have some agreements with companies allowing customers to pay monthly according to the actual frequency of their stays.





# Connection to the National Access Point (NAP) to deliver static and dynamic information (Delegated Act 885/2013) & a driver-friendly reservation system available

On our website, it is possible to check the amount of spots available in real time.

Drivers can also book their spot at the parking by filling a form online or by calling us.

En

Parking places available: 314

f

**Truck Etape**  
Béziers

HGV PARKING   RESTAURANT/BAR   FILLING STATION/STORE   ABOUT US   **RESERVATION**   CONTACT

Remember to **reserve your space** in the TRUCK ETAPE BEZIERS secure HGV park and **ensure** that you are **organised for your journey**:

Arrival date

Arrival Hour

Departure date

Departure Hour

First name

Last name

Society

Phone

Email

Message

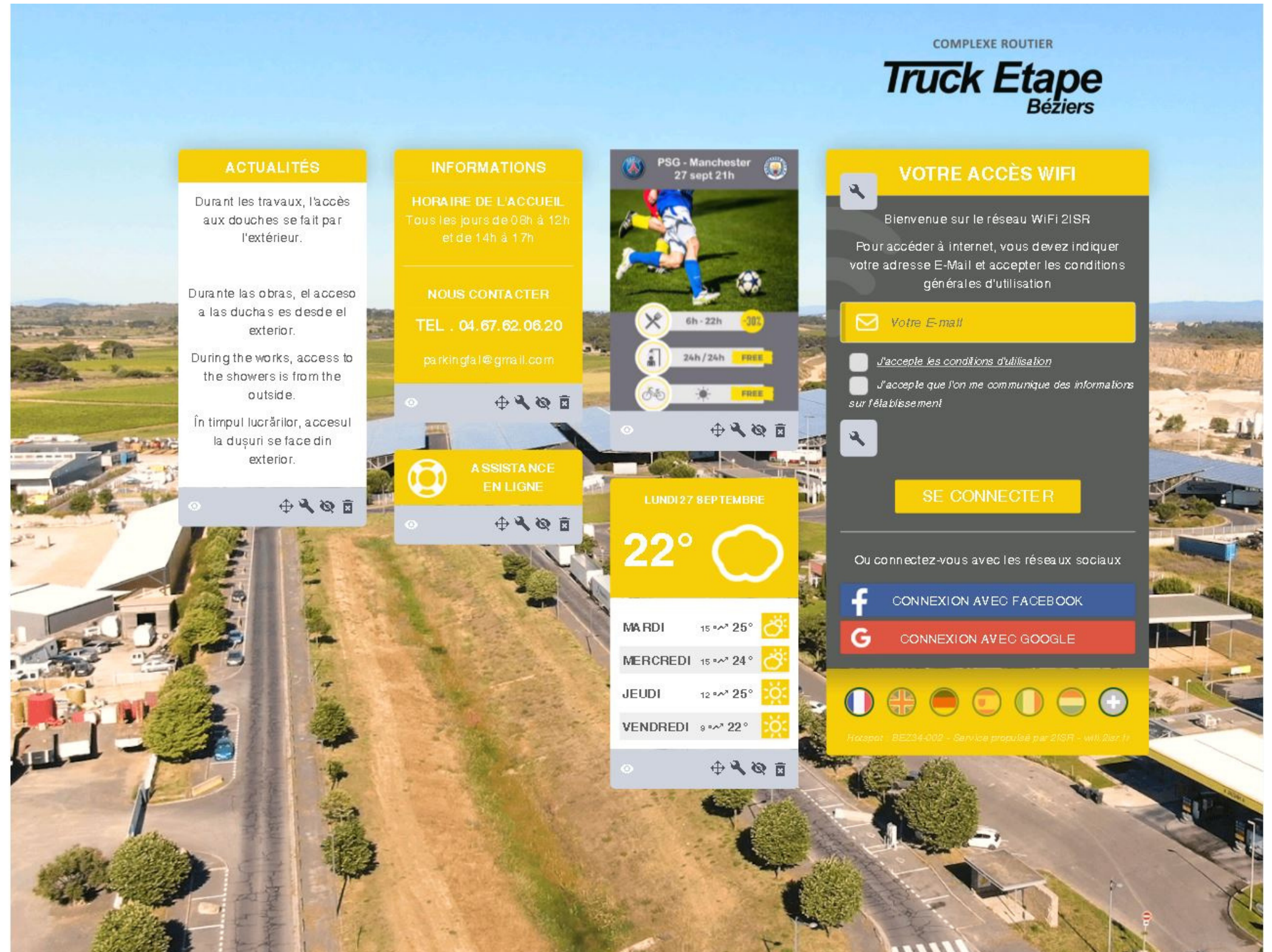
VARIOUS  
PAYMENT  
METHODS



# Other:

1

Thanks to our WIFI Portal, customers can know about our latest news and events (football games, dishes of the day..).





2

32 bikes are available **for free** for drivers so that they can travel easily, to go grocery shopping or simply to go around (beach, shops,...).





3

From September 2021, a tachograph is available for drivers at the station's shop. This disk reader, which is completely free to use, allows them to respect the European regulation by sending directly and quickly their routes data.





If drivers have an issue with their truck, they can go to Magarinos's, which is a MAN garage.

We have an agreement with them so that they can repair our customers trucks if needed. They can intervene directly at the garage or come to the parking if necessary.



# Category 3: Environmental Friendliness







## Electricity installation for truck cooling available on site



5 power outlets are available for free to supply truck's reefers.

We can provide customers cables if needed.





## Truck wash at the site or nearby

# LAVAGE

## Ets. Magarinos

L'équipe **MAGARINOS** est à votre service pour le lavage de vos véhicules 5j/7

**- SANS RENDEZ-VOUS -**

### TARIFS LAVAGES

	HT	TTC
FOURGON	20 €	24,00 €
FOURGON GD VOLUME	25 €	30,00 €
PORTEUR < 26T	37 €	44,40 €
TRACTEUR + SEMI REMORQUE	62 €	74,40 €
CAMION REMORQUE	68 €	81,60 €
TRACTEUR SEUL	38 €	45,60 €
SEMI REMORQUE SEULE	38 €	45,60 €
TRACTEUR + BENNE POTEAUX	72 €	86,40 €
TRACTEUR + SEMI CITERNE	62 €	74,40 €
CAMION REMORQUE BETAILLERE	65 €	78,00 €
TRACTEUR + FOND MOUVANT	95 €	114,00 €
CAMPING-CAR	25 €	30,00 €
CAR & BUS	57 €	68,40 €

**Ets. Magarinos**  
3 av d' Amsterdam  
34350 VENDRES  
04 67 62 34 34



A station for truck wash is located right next to our parking.  
Drivers can go there without appointment 5/7 days.







Shuttle, bus and/or bike services for drivers available

32 Bikes are available for free for drivers.

We also offer a shuttle service to bring drivers to our partnering hotel.







## Alternative energy sourcing onsite (solar or wind energy, battery stored energy provision)



Our parking is entirely covered by photovoltaic panels.  
23 760 pannels are covering the parking area and have a power of 4.5 GW.  
Thanks to those, the electricity produced on our parking is eco-friendly.



## Other:

Waste sorting is done at the restaurant.

Our staff have an electric car for them to be able to cross the area.

Trucks carrying dangerous goods are allowed on site, except for categories 1 and 7, and danger code 6 which must follow a specific procedure.

Our parking is fitted with a hydrocarbon dispatcher with knife gate valve.

There is also an emergency area in order to stock liquid wastes.



# Category 4: Service quality & Customer Satisfaction







A coherent customer-oriented strategy to guarantee quality of service and care to drivers and its constant improvement, including a dedicated procedure to deal with customer complaints

Drivers are at the core of our concerns. Indeed, in addition to the security offered at the parking, we try our best to reach drivers well being, especially when we know how hard their job can be.

Therefore we offer:

- Free showers for customers: 25 showers and 20 WC open 24/24
- Bikes available for free: 32 bikes fitted with bags, basket to be able to carry groceries in case drivers go to the supermarkets located near the site, LIDL and Carrefour at 10 km. Because safety is a priority, helmets and safety vests are available for customers using a bike



- Opening of a free fitness room for drivers so that they can do some sports during their stay
- High Speed Free Wifi available on the whole site
- Free electric charging outlets for frigorific trucks : on the parking we have 5 units(cables are also available)
- 30% off at the restaurant
- Customer service at the restaurant/bar/living area 365 days from 6am to 11pm
- Human presence 24/24 at the parking
- Our team is greeting drivers 24/24h every day to have a direct exchange with them, explain them the facilities and services of the site and to take in account their feedback. They also give them a flyer showing all the features on site.



# NORMA PARKING TRUCK ETAPE

DATE : LUNDI: / / 2021

We strictly follow our internal procedures for all the departments: parking, showers, etc...

Thanks to those procedures (example on the right), we can organize all the tasks we need to accomplish in order to offer a quality service to customers.

We can easily check that the tasks are completed because employees have to fill up their planning daily.

We also have an excel file to follow customers claims.

ALTEA		Temps prévu	
ALTEA SECURITE	00h00-01h15	NETTOYAGE: 2 BLOCS SANITAIRES PARKING + ALGECO HOMME ET FEMME	75 min
	01h15-02h00	RAMASSAGE POUDELLES INTERIEUR PARKING	45 min
	02h00-03h00	SECURITE PRESENCE AU MILIEU DES PL SUR LE PARKING (+ramassage papiers si possible) + CONTRÔLE/RELEVÉ TMD + CONTRÔLE DU BON FONCTIONNEMENT DES ÉCLAIRAGES DU PARKING ET DES VOIE DE CIRCULATIONS	60 min
	03h00-04h00	NETTOYAGE: 2 BLOCS SANITAIRES PARKING + ALGECO HOMME ET FEMME	60 min
	04h00-05h00	GESTION TRANSIT PL, ENCAISSEMENTS, RENSEIGNEMENT + NETTOYAGE Accueil, PC Sécurité, WC1+2, Bureau + TGBT	60 min
	05h00-05h10	CHANGEMENT QUART ET PASSAGE DES CONSIGNES AVEC LES AGENTS FAL DISTRI (au poste de sécurité)	10 min
	05h10-06h20	GESTION TRANSIT PL, ENCAISSEMENTS, RENSEIGNEMENT	70 min
	06h20-06h30	FIN DE SERVICE AGENT ALTEA	10 min

AGENT FAL DISTRI		Temps prévu
05h00	PRISE DE POSTE AGENT FAL	
05h00-06h00	NETTOYAGE: 2 BLOCS SANITAIRES PARKING	60 min
06h00-06h20	NETTOYAGE: ALGECO puis fermeture	20 min
06h20-06h30	FIN DES AGENTS ALTEA / PASSAGE DES CONSIGNES	10 min
06h30-06h40	ENVOIE DES RAPPORTS + PREPARATIONS DES DOCUMENTS DE TRAVAIL JOURNALIER + CONTRÔLE DU BON FONCTIONNEMENT DES SYSTÈMES DE VIDEOSURVEILLANCE	10 min
06h40-07h00	RATTRAPAGE MAIL pour consignes + IMPRESSION MENU	20 min
07h00-07h45	NETTOYAGE MATERIEL PEAGE: CAISSE AUTOMATIQUE + PRESENCE ACCUEIL POUR LA SORTIE DES PL	45 min
07h45-08h30	NETTOYAGE DES PAROIES DOUCHES DE L'ALGECO (H + F) + parois intérieurs en général si besoin, Puis REFERMER	45 min
08h30-09h30	LUBRIFICATION CHÂÎNES DES VELOS apres week-end + CONTROLE ETAT DES VELOS (+ retrait des vélos Hors service)	60 min
09h30-10h00	PAUSE AGENT FAL POSTE DU MATIN	30 min
10h00-10h30	POUBELLES EXTERIEUR PARKING + DECHETS AU SOL EXTERIEUR	30 min
10h30-12h00	NETTOYAGE APROFONDI AU JET D'EAU DES 2 BLOCS SANITAIRES PARKING + ALGECO PARKING	90 min
12h00-14h00	REPARATION DES VELOS (pneus, chambre à air, cables et réglage frein, plaquette, reserrage des vis, etc...) + ACCUEIL CLIENTS	120 min
14h00-14h45	RAMASSAGE DES DECHETS AU SOL A L'INTERIEURS DU PARKING	45 min
14h45-15h00	COMPLETER LE TABLEAU SUIVIT ACTIVITE en cas d'obtention d'informations sur le parking le matin - (carré jaune)	15 min
15h00-15h15	PRISE DE POSTE, CONSIGNES + PRISE DE CONNAISSANCE MAILS AGENT FAL 2 (roulement de personnel)	15 min
15h15-16h15	PASSAGE DE LA BALAYEUSE POUR LE RAMASSAGE DES MEGOTS AU SOL SUR LE PARKING	60 min
16h15-17h00	RELEVAGE DES 20 POUDELLES INTERIEURS PARKING	45 min
17h00-17h30	PAUSE 2 EME AGENT FAL (POSTE DE L'APRES MIDI)	30 min
17h30-18h00	PREPARATION FLYERS - DOCUMENTS DE PROSPECTIONS - ARGUMENTAIRE - ETC...	30 min
18h00-18h45	NETTOYAGE DES SOLS PC SECURITE, CUISINE, WC 1 ET 2, TGBT, COULOIR ET BUREAU DU FOND +Vider les poubelles, Etc..	45 min
18h45-21h45	ACCUEIL DES CLIENTS DIRECTEMENT SUR LE PARKING AU CONTACT DES CHAUFFEURS, Prise de RENSEIGNEMENT + FLYERS	180 min
21h45-22h00	COMPLETER IMPERATIVEMENT LE TABLEAU SUIVIT ACTIVITE (Informations obtenues lors de votre prospection - carré jaune)	15 min
22h00-22h20	RONDE DE CONTRÔLE GENERALE DU SITE: Frigo, état des sanitaires + RELEVÉ TMD (remise à jour du document TMD si besoin)	20 min
22h20-22h30	CLOTURE QUART / PASSAGE CONSIGNES AUX AGENTS ALTEA	10 min





## Clear instructions and signs for customers, including in foreign language(s)

All our communication / information supports are written in various languages: French, English, Spanish and Russian/ Romanian.

At the entry, an information panel shows all the features of the site.

Customers also have access to a Wifi Portal they can set according to the language of their phone. They can also have access to all the information they need, including on events.

Most importantly, our staff is on site 24/24 to be able to answer drivers inquiries permanently and immediately. They also carry translation tablets with them.





## Special facilitation measures for drivers, including young and female-drivers

3 showers and 4 WC are specifically reserved for women.

The whole parking area is accessible for disabled people (a specific door for entry and exit).

We also have 4 WC and 2 showers accessible for people with disability.

For younger customers, but not only, bikes are available to go to the beach (less than 30 min), there is a fitness room, a football pitch, a pétanque ground.

During the first semester of 2022, we will set in the relaxing room a table football and a pinball machine.

We are also active on social medias (Facebook and Instagram) to make sure we also reach and help our youngest customers.





## Customer satisfaction measuring policy, including by dedicated customer surveys

Thanks to their multilingual skills, our staff are able to create a warm and trusting relationship with our parking's customers. They go and meet them to greet them in the best way and explain them our different services available.

Beside the daily greeting in person by our parking's staff, we also punctually organize commercial actions in order to know more about our customers satisfaction and what we could improve.

Our staff is on site 24/7 to ensure security and assistance.

Sondage de TRUCK ETAPE :

Heure : H min Date :

☐ Impossibilité de remplir le sondage complet.

Nom de l'entreprise :

Téléphone :

Mail :

Nom du responsable :

Client habitué: ☐ Oui ☐ Non

Est-ce qu'il utilise :	Flyer : <input type="checkbox"/> Oui <input type="checkbox"/> Non
Buanderie : <input type="checkbox"/> Oui <input type="checkbox"/> Non	Comment vous nous avez connus ? :
Vélo : <input type="checkbox"/> Oui <input type="checkbox"/> Non	Internet : <input type="checkbox"/> Google <input type="checkbox"/> Facebook
Boutique : <input type="checkbox"/> Oui <input type="checkbox"/> Non	<input type="checkbox"/> Truck Fly <input type="checkbox"/> Autre
Restaurant : <input type="checkbox"/> Oui <input type="checkbox"/> Non	Bouche à oreille : <input type="checkbox"/> Oui <input type="checkbox"/> Non
Douche : <input type="checkbox"/> Oui <input type="checkbox"/> Non	Responsable : <input type="checkbox"/> Oui <input type="checkbox"/> Non
Commentaires services :	Panneau signalisation : <input type="checkbox"/> Oui <input type="checkbox"/> Non
Comment vous nous avez connus ? :	
Internet : <input type="checkbox"/> Google <input type="checkbox"/> Facebook <input type="checkbox"/> Truck Fly <input type="checkbox"/> Autre	
Bouche à oreille : <input type="checkbox"/> Oui <input type="checkbox"/> Non	
Responsable : <input type="checkbox"/> Oui <input type="checkbox"/> Non	

Est-ce qu'il connaît d'autres chauffeurs utilisant notre parking ? : ☐ Oui ☐ Non

Par quelle route vient le chauffeur ? : ☐ Espagne ☐ Europe

Autres commentaires :





## Increase in numbers of customers over a given period

Between 2018 and 2021, stays at the parking increased by 80%:  
40 644 trucks in 2018 and 73 236 trucks in 2021.

NOMBRE DE CAMIONS SORTANT AU PARKING													
Sortie An	Mois	Compris entre	Et										
2017	01		2021	12									
	Janvier	Février	Mars	Avril	Mai	Juin	Juillet	Août	Septembre	Octobre	Novembre	Décembre	Moyenne
2018	2 959	3 099	3 852	3 528	3 576	3 708	3 540	3 062	3 492	4 057	3 663	2 111	3 387
2019	3 321	3 758	4 555	4 306	4 620	4 627	4 973	3 707	4 456	5 510	5 406	4 345	4 465
2020	5 057	5 364	4 896	2 922	3 816	4 727	5 095	4 223	5 107	5 898	5 625	5 065	4 816
2021	5 133	5 813	6 616	5 911	6 028	6 687	6 028	4 972	5 889	6 655	7 179	6 324	6 103





## Effective communication, including with nearby local authorities and residents to resolve potential problems

We have strong relationships with the Prefecture and more precisely with DREAL services (Regional Environment, Development and Housing Departments in France) in regard with Dangerous goods transportation regulations.

We work with a security company and we have night security agents every night on site.

We have an agreement with the local police so that the number plates of the police vehicles are registered and recognized by our system to enter our parking freely.



The parking Truck Etape Béziers is a member of a Free Syndicate that gathers all the owners of lands forming the economic activity zone *Via Europa* in Vendres. This Syndicate is in charge of the organization of the common parts of the area and the relationships between the owners, the local authorities and the inhabitants of towns nearby. All the members of this Syndicate meet once a year to make decisions together on the development of the activity zone.

We have a maintenance contract with GEA (a company specialised in Toll Collection Systems, located at Inovallée 12 Chemin de Malacher CS60085 38243 MEYLAN CEDEX). They are maintaining our equipment at the toll station (gates, entrance and exit terminals, ANPR, cameras registering trucks sides, and the software).

We also have a reserve of material on site to be able to repair or replace damaged parts. Our teams can fix "first level" issues. If we have an issue more important, GEA can intervene rapidly on site or by remote maintenance in order to reinstate the service expected by our customers.

47 We communicate with GEA thanks to an online support platform called VDoc.



## Other:

We regularly follow the latest innovations related to transportation in order to be always ready to develop the best services to meet drivers' needs and expectations.