

# **mowiz TRUCK Astigarraga**

ESPORG EXCELLENCE TRUCK PARKING AWARD  
- THE BEST TRUCK PARKING 2022-2023 -



**ESPORG**



# Application Form – mowiz TRUCK Astigarraga



mowiz TRUCK is a secure parking for trucks located in the town of Astigarraga, in the PK17 of the AP-8/AP-1 highway northbound. Its location is privileged, as it is in one of the areas with the highest traffic of carriers in Spain, in the TEN-T Atlantic corridor. It is certified as GOLD category by Dekra and Esporg.

mowiz TRUCK Astigarraga has **341 available spaces**, of which **30 are reserved for dangerous goods** (14 flammable and 16 non-flammable). **Refrigerated trucks have 16 specific spaces** with plugs to connect to electrical power plus another 20 spaces without electrical connection in the same area.

The parking has all the necessary facilities for the comfort and safety of the drivers. Our priority is based on their priorities and to make them always feel comfortable and as much as possible like at home.

We apply for the awards, with the aim of becoming the best parking for trucks 2022-2023 as our philosophy consists in the continuous improvement and growth in offering a service with the best quality standards.

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# Category 1: Comfort & health



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



We have our own restaurant within our facilities open 365 days a year, with a schedule from 5am to 11pm, non-stop service.

Drivers can eat in the restaurant at any time within these hours or have some snack at the bar. All food is homemade and cooked by our team in the kitchen.

We have **qualified staff with communication skills** to be able to communicate in several languages with the drivers.

They can also access the menu through our QR that can be found on the tables and is translated into multiple languages.

We try to make sustainable efforts by purchasing products from local suppliers to avoid the carbon footprint caused by road travel.

# Food available 24/7 at or near the site

We take care in elaborating a balanced and different today's specials every week (and every day)

In addition, we have **special offers** for our parking customers (trucker menu, World Championship menu...) depending on the season and specific events.

We also offer promotions at **special prices** to our customers: night menu, take away menu...

We have a **standard menu** for the whole year where you can find "pintxos" and rations, sandwiches, hamburgers...



**Dinner**  
(Menú ó Combined dish)  
+  
**Overnight Parking**  
=  
**Breakfast**  
(Coffee + Croissant or Neapolitan)  
**FREE**

**mowiz TRUCK**



**TAKE AWAY**

**1 Mixed Vegetable Sandwich**  
Ham, cheese, lettuce, tomato and mayonnaise  
+ 1 Bag of "Black" chips  
+ 1 Drink to choose:  
Water, Soft drink or Beer  
**5,95€**

**mowiz TRUCK**



**Parking + Trucker = Menú Trucker**  
**Burger**  
Beef Burger, cheese, lettuce and tomato.  
**Chips and Drink to choose:**  
Water, Soft Drink or beer:  
**7,50€**

**mowiz TRUCK**



# Food available 24/7 at or near the site

The right image is part of our fixed available menu all over the year.

We offer a wide variety of dishes suitable for all tastes and with vegetarian options.

Our kitchen team oversees the preparation of the meals at the moment, so all the products are fresh.





We also offer the possibility to order the dish of the day at special prices, which is different depending on availability.



## DISH OF THE DAY

**Fried eggs with ham**

**6,00€**

	
<b>Pintxos and Rations</b>	<b>Sandwich</b>
1. Homemade Croquette.....1,80€ 2. Spicy Meat Ball.....2,20€ 3. Homemade Patty.....2,60€ 4. "Mini" Txistorra Omelette...2,20€ 5. "Mini" Chicken, Bacon and Alioli...2,70€ 6. "Mini" Iberian Ham.....2,20€ 7. "Mini" Tuna with Mayo.....2,00€ 8. ½ Ham, Cheese & Egg Sandwich...2,10€ 9. ½ Surimi Sandwich.....2,60€ 10. "Pintxo" Potato Omelette...1,90€ 11. "Pintxo" Stuffed Omelette...2,10€ 12. Pizza Slice.....2,60€ 13. Homemade Croquettes portion...6,00€ 14. Calamari portion.....6,00€ 15. Spicy or Alioli Sauce Chips...4,50€ 16. Chips.....3,60€ 17. American Chicken Style.....8,00€	21. "Bokata" Special Beef.....7,50€ Beef steak, cheese, bacon and green pepper. 22. "Bokata" Breaded Bee.....7,50€ Breaded beef steak, lettuce, tomato, boiled egg and mayo. 23. "Bokata" Pork Loin.....6,50€ Pork Loin, cheese, bacon and pepper. 24. "Bokata" Chicken Jardineere...6,50€ Breaded chicken breasts, red peppers and caramelized onion. 25. "Bokata" Vegetable.....6,00€ Lettuce, tomato, boiled egg, asparagus, onion and mayo. 26. "Bokata" Calamari (15 min.)...7,50€ 27. "Bokata" Potato Omelette...5,50€ 28. "Bokata" Stuffed Omelette...6,50€ 29. "Bokata" Iberian Ham Mixed...6,50€
	
<b>Burgers</b>	<b>Sandwiches</b>
18. Galician Beef Burger.....8,50€ Cheese, bacon, fried egg, lettuce, tomato and caramelized onion. 19. Field Chicken Burger.....7,50€ Cheese, bacon, fried egg, lettuce, tomato and caramelized onion. 20. Burger Double 100% Homemade...9,50€ Cheddar, bacon, Brie, lettuce, tomato, mayo, onion and red pepper marmalade.	30. Ham & Cheese Sandwich.....4,50€ Ham and cheese. 31. Vegetable Sandwich.....5,50€ Lettuce, tomato, boiled egg, asparagus, onion and mayo. 32. Complete Sandwich.....7,50€ Grilled chicken breast, ham, cheese, fried egg, lettuce, tomato and mayo. *All sandwiches are served with potatoes.

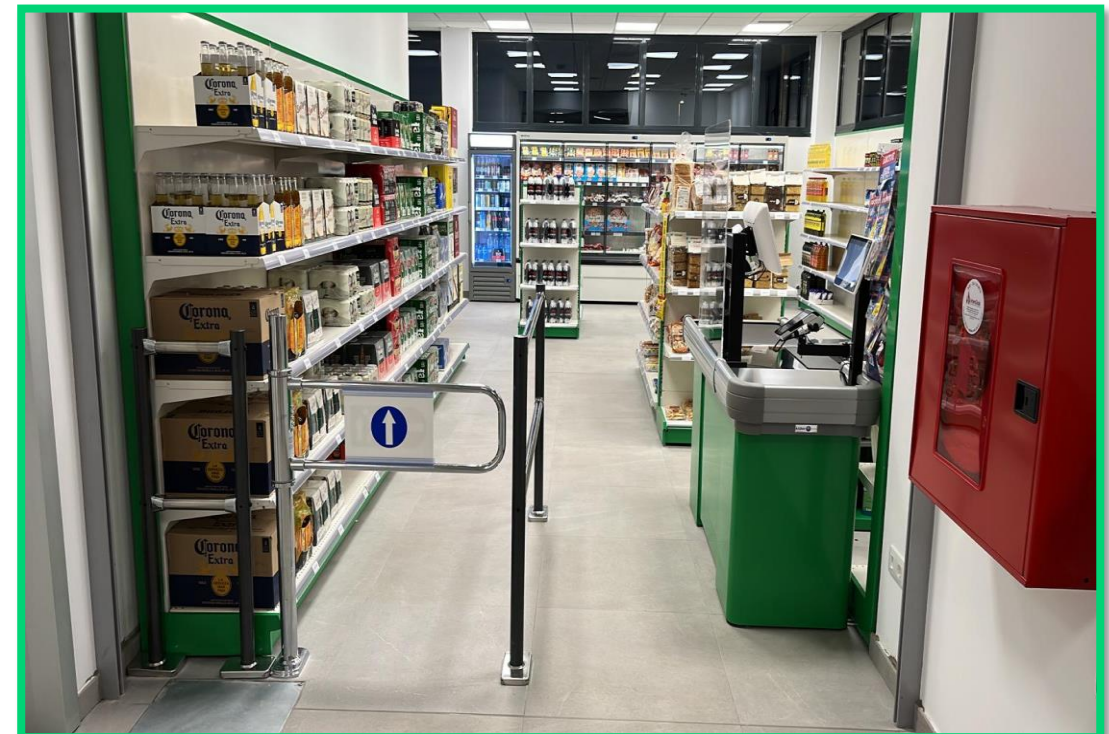


## Food available 24/7 at or near the site



If drivers want something quick to snack instead of sitting down to eat or they want to eat something out of restaurant open hours, vending machines are available in the rest area so that they can buy snacks and cold/hot drinks at any time.

If, on the other hand, drivers prefer to cook their own food, we have a supermarket within the facilities where they can find quality products at economic prices.



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

The supermarket is located on the ground floor and is open from 7am to 11pm.

On it you can find all kind of products: delicatessen, pastries, dairy products, oil, canned food... at standard supermarket prices.

Our staff is available for any questions or advice over any product.

We accept VISA and MasterCard or cash payments.





# Fitness and leisure facilities at or near site



We have an outdoor gym that is exclusively available for clients and accessible 24/7. It has:

- Climbing circuit set
- Jogging
- Pedal Seat
- Set of Exercises

In addition to the training elements, our clients have a space available for them to do their own exercises or stretches, which we also recommend through social networks by specialists.



We are currently associated and collaborating with the Truckers Life Foundation and their network of gyms.



This gym was developed as part of a project by Truckers Life Foundation to promote sport and exercise for professional drivers

[www.truckerslife.eu](http://www.truckerslife.eu)



## Fitness and leisure facilities at or near site



<https://youtu.be/qSEhahkvIBE>

At our facilities we dispose over 130 m<sup>2</sup> of relaxing area for drivers.

Different relaxing rooms with all the necessary elements to disconnect on the best conditions.

There are several TV available with international sports channels included.

We televise all relevant sport events always accompanied by special menus and offers (World Cup 2022, Dakar 2023, the Champions League, ...)

We also organize leisure tournaments of darts, board games, ...

## Laundry facilities at or near site



We have a total of 8 professional washing machines and 4 dryers on different locations over the parking area.



<https://youtu.be/fQ1DupqR8ws>

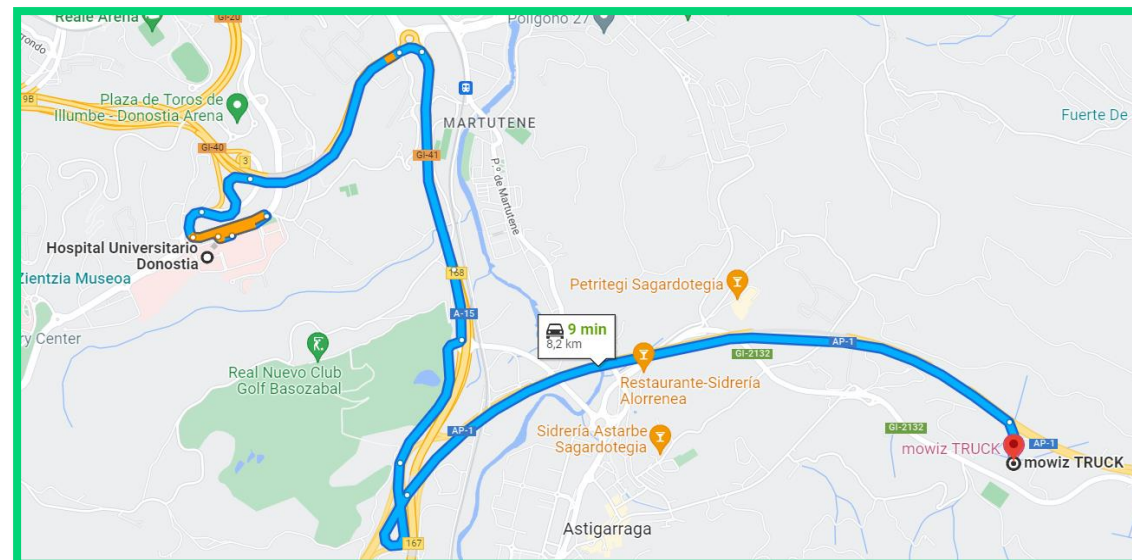
# Medical assistance and/or pharmacy onsite or nearby

Basic para-pharmaceutical products are available in the supermarket.

There are several pharmacies located near the area, the closest one is only 5 minutes away.

We have the proximity of one of the reference hospitals in San Sebastian: the **Hospital Universitario Donostia**, located at just 10 minutes away.

A great part of our team has received first-aid training.

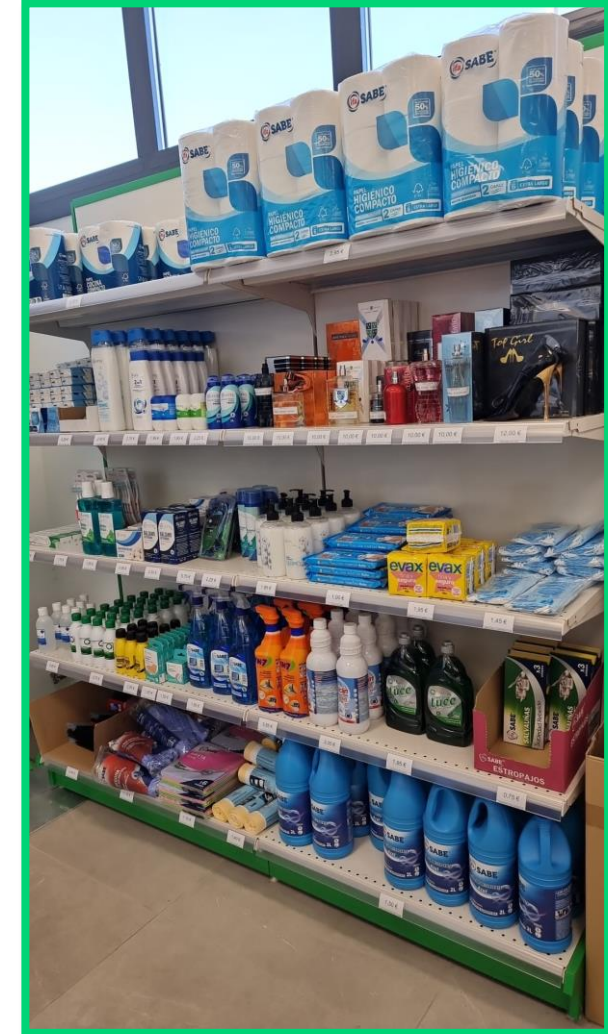




# Medical assistance and/or pharmacy onsite or nearby

As referred, our supermarket has a small para-pharmacy section where you can find some basic products such as hydrogen peroxide, alcohol, Betadine, band-aids,...

There are also available in the facilities first aid kits in case of an accident or an emergency.



## Specific dietary food available

Our kitchen team offers different menus and a variety of dishes to keep a **balanced diet**.

You can find vegetarian food, as well as **menus adapted to any type of allergies or intolerances**.

Each daily's special offers the option of:

- Full daily's special: 11,80€
- Half starter daily's special: 7,80€
- Half main daily's special: 9,50€

You can see some examples of our daily menu on the next page:

# Specific dietary food available



## MENU

**STARTER**  
Mixed salad  
or  
Borsch - борщ ó Cocido Soup  
or  
Zucchini stuffed with meat  
or  
Spaghetti carbonara

**MAIN**  
Baked hake  
or  
Paella

**DESSERTS**  
Swiss roll  
or  
Lemon yogurt

Starter, Main, Bread, Drink and Dessert. **11,80€** (VAT included)



## MENU

**STARTER**  
Mixed salad  
or  
Borsch - борщ ó Cocido Soup  
or  
Lentils castellana style  
or  
Vegetable wok with soy sauce

**MAIN**  
Grilled sea bass  
or  
Roasted drumstick with french fries

**DESSERTS**  
Brownie  
or  
Rice pudding

Starter, Main, Bread, Drink and Dessert. **11,80€** (VAT included)



## MENU

**STARTER**  
Mixed salad  
or  
Borsch - борщ ó Cocido Soup  
or  
Ratatouille with fried egg  
or  
Beans with clams

**MAIN**  
Battered hake  
or  
Meatball with potatoes

**DESSERTS**  
Cheesecake  
or  
Rice pudding

Starter, Main, Bread, Drink and Dessert. **11,80€** (VAT included)



## MENU

**STARTER**  
Mixed salad  
or  
Borsch - борщ ó Cocido Soup  
or  
Lamb and Mushroom Ravioli  
or  
Cuba style rice

**MAIN**  
Grilled Salmon  
or  
Pork cheeks in Sauce

**DESSERTS**  
Custard  
or  
Rice pudding cake

Starter, Main, Bread, Drink and Dessert. **11,80€** (VAT included)



# Multilingual service options

As we have already mention, our team can communicate in several languages (Spanish, English, Russian, Ukrainian, French, ...).

All instructions for using services, information, payment methods, etc.... Are translated into several languages.

Additionally, the whole team is equipped with tablets and translation applications to always support communication with international costumers.



## Other:

Our parking facilities are strategically located between the border of Spain and France (Irun), a wooded area surrounded by greenery.





## Other:

It is also close to the beach (15 kilometers from the parking) located in the heart of San Sebastian, one of the most iconic and beautiful cities in Spain. Known for its gastronomy and landscapes, where you can also practice some of the most famous sports in the area such as surfing.



## Other:



There is a space within the rest area, **available only to parking customers**, where they can cook or prepare their own food.

There is also an **outdoor picnic area**, where on sunny days our costumers can sit, eat, or take a drink with a wonderful view of the mountains.





## Other:



The parking lot has 28 toilets and 19 showers gender diversified, distributed into several areas of the facilities for a closest location for the user. The shower cabins are individual and large.

A strict protocol has been implemented to clean the showers several times a day.

These services are **accessible 24/7**, totally **free of charge** and **exclusively** available for parking customers.

## Other:



Different watering points are available over the facilities, so that drivers can refill their plastic jugs, wash dishes, ...



## Other:

Within the rest area, there is a **working area**, next to the vending machines, where drivers can charge their cell phone, computer, or any other mobile device or sit comfortably to make any paper or read their email.





Other:



We have created a **route** around the parking marked **with a green line** for running/walking or exercise which has approximately 1 kilometer.





# Category 2: Mobility & Connectivity



## Hotel/Motel/Accommodation onsite or in the immediate vicinity

There are several hotels/guesthouse in the vicinity of the parking where drivers can enjoy a pleasant rest while enjoying the nature of the area (all of them are 2-star) if they do not want to rest in the truck cabin:

- Hotel Txikierdi Alde (7 min)
- Hotel Sagarlore Hotela (15 min)
- Pensión Txingurri (16 min)





## Fuel station at site or nearby

### CEPSA petrol station:

- Located 4 minutes from the parking
- Adapted for heavy trucks
- It has 5 double pumps for trucks
- Professional cards accepted: STAR RESSA, AS24, DKV, Eurotraffic...

Open: 24/7 hours



### Repsol petrol station:

- Located 3 minutes from the parking.
- Adapted for heavy trucks.
- It has 7 double pumps for trucks
- LNG and CNG available
- Professional cards accepted: Solred, DKV, UTA, Logpay, E100...

Open: 24/7 hours

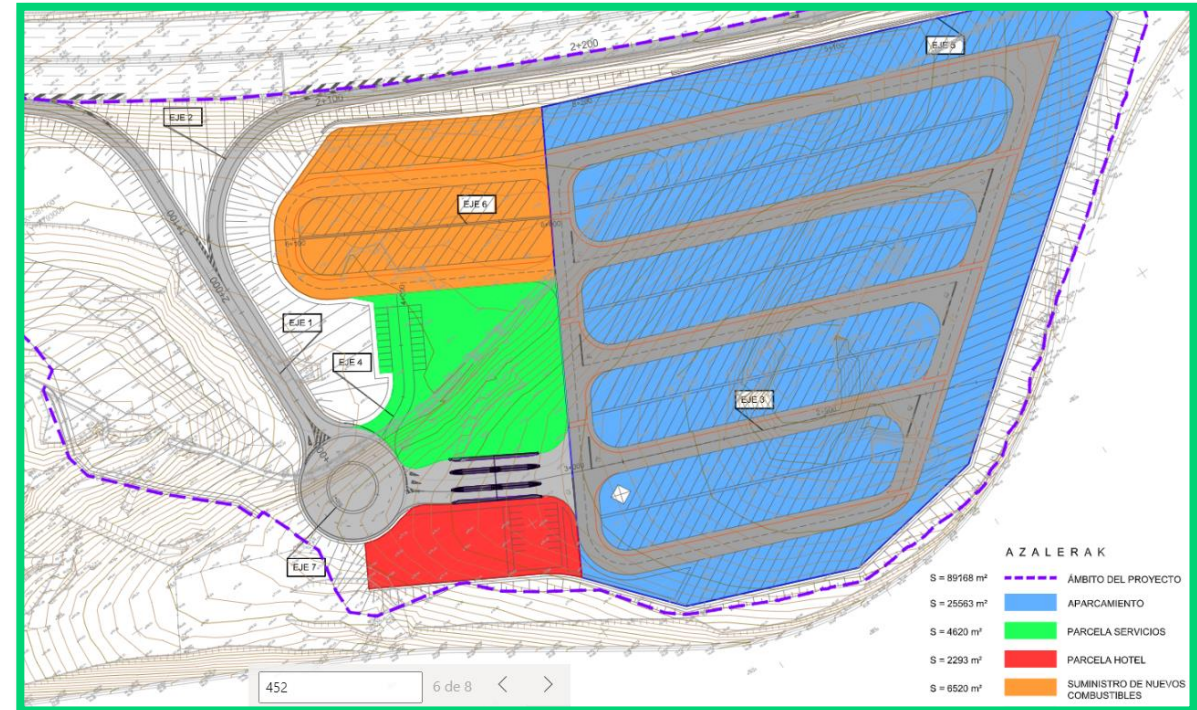


# Alternative truck charging/filling station (LNG/Electricity&/Hydrogen) onsite or nearby

There are 16 electrical units available for drivers to plug their refrigerated trucks. 4 out of them are prepared for ultra-refrigerated trucks.

If they do not have power supply cord cables to connect, we lend them.

The development of an area for supply of new fuels [Hydrogen, CNG, GLC, Heavy Duty electric chargers,...] is planned in the future. It will be allocated in the orange marked area in the map shown on the right.



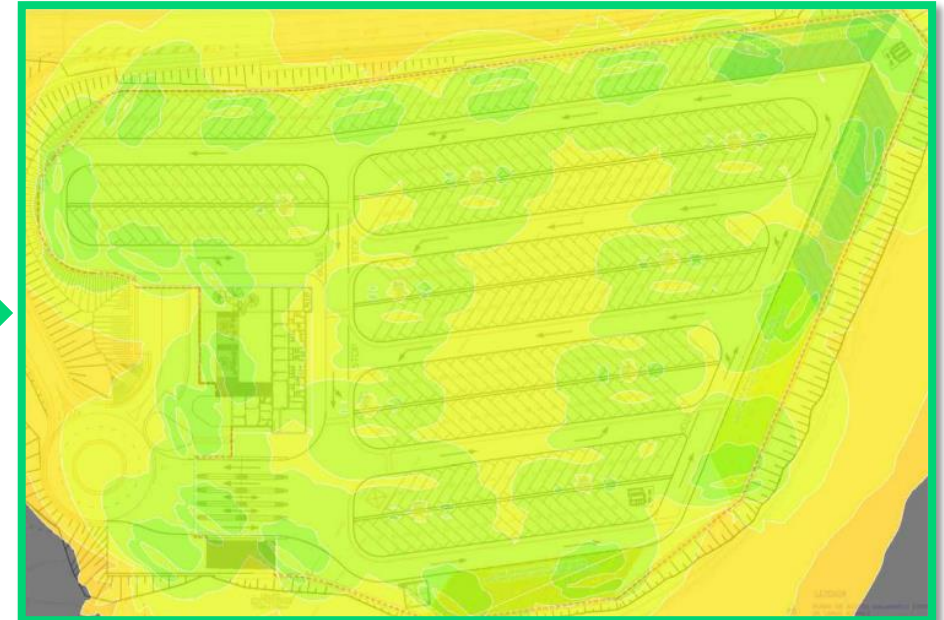
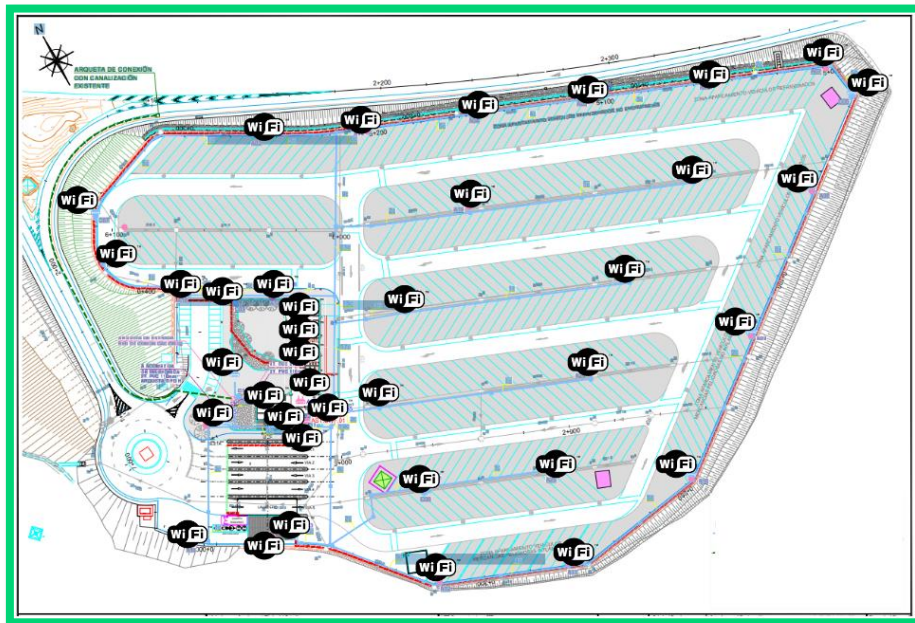


# A reliable and stable Wi-Fi connection for customers

The whole parking platform and the restaurant/Bar/rest area have unlimited access to high-speed free WiFi.

We have 37 WiFi hotspots in the parking platform and 10 at the indoor area.

A specific Internet connection is available for costumers with a capacity over 300Mbps for upload and download.





# A reliable system directly to the customer company

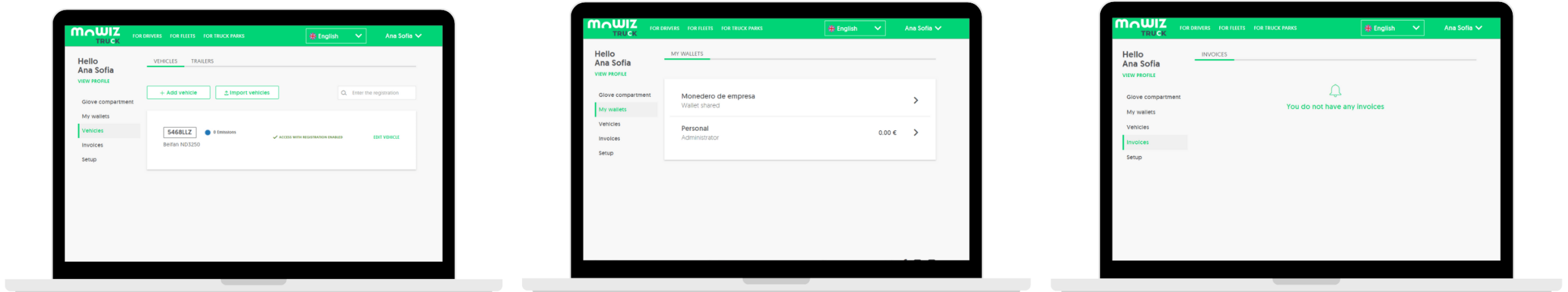
Drivers have at their disposal different ways of payments that are directly related to the company:

- Toll OBU (Telepass, UTA, Axxés, STARRESSA, ...)
- Petrol cards: AS24, UTA, DKV, STARRESA
- Through our APP as a driver or under a postpaid fleet account.
- By booking. Either through the App or the website of mowiz TRUCK.



# A reliable system directly to the customer company

Through our App or website under a fleet account:



With the **fleet account**, the companies will be the ones directly managing the reservations and payments of their drivers in our parking. They will be able to **setup as many license plates and trailer as they wish** so that our license plate recognition system will allow all registered vehicles of a company to enter and exit. They will not have to worry about paying for each truck, since a **unified invoice** is issued at the end of each month with the relevant amount.

In addition, companies will receive a **5% discount bonus** on their fleet account invoice at the end of each month.

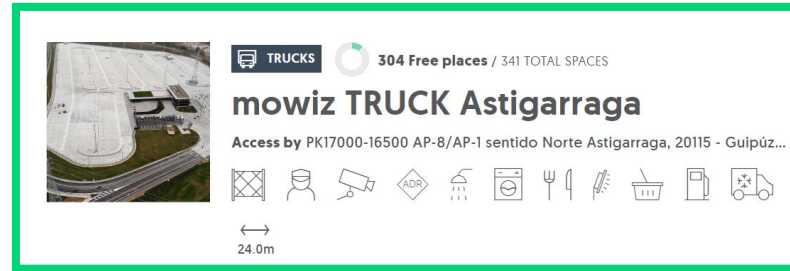
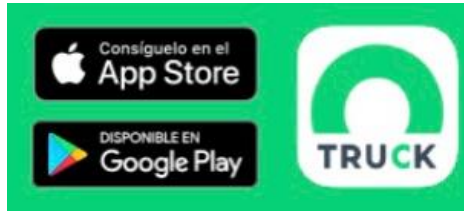
## Connection to the National Access Point (NAP) to deliver static and dynamic information (Delegated Act 885/2013) & driver-friendly reservation system

There is neither a National or Regional Access Point yet, but Astigarraga parking system is prepare for it. BIDEGI. [Infrastructure Agency of Gipuzkoa] has built his own NAP Datex II compliance, which from mowiz TRUCK Astigarraga we are using to display the current status of the parking on the different road panels and signs located on the A1, AP1 and AP8 highways. Some of these panels also refer the estimated time for arrival to the parking in real time

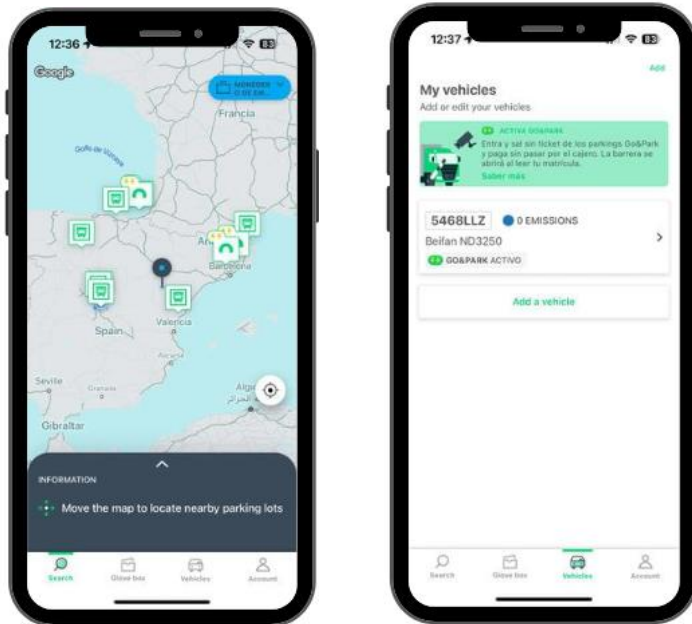




# Connection to the National Access Point (NAP) to deliver static and dynamic information (Delegated Act 885/2013) & driver-friendly reservation system



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



We have developed a multidevice App that supports our entire mowiz TRUCK network, including mowiz TRUCK Astigarraga truck parking stays.

Through it, you can book in a couple of clicks any of our secure parking for trucks throughout Spain, being able to ensure a place whenever you need it, pay directly through the App by entering a valid payment method, book any extra service, check real time availability of parking spaces,...

And it is available in multilanguage.

## Other:

### Keyless opening.

Through our App, once you have booked a space in our parking the keyless opening option is automatically activated, that is, **from your smartphone** you can open both the **external pedestrian turnstile** entrance or any of the **access doors** to the driver's restricted areas inside the parking.

You can also make use of this system if you have downloaded the App and registered, and you entered the parking on rotation with License Plate Recognition option activated.



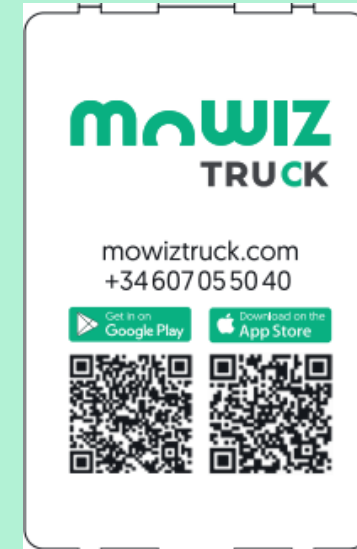
<https://youtu.be/Yj8c8O285LQ>

## Other:

### QR Pedestrian Ticket

As an alternative to the previous procedure, every time a customer wants to leave the parking protected area by foot, they must go to the ATM (located inside the building) and get their pedestrian ticket, which **will allow them to leave the parking facilities whenever they want and enter again** in a secure way by passing the QR of the ticket by the reader located at the parking entrances.

In this way, we speed up and facilitate the process for any driver who uses our parking while we keep a security control of pedestrian accesses.





## Other:



We have at the disposal of our costumers, **basic specific products for truck's maintenance, repairment, ... and drivers accessories in our supermarket.**

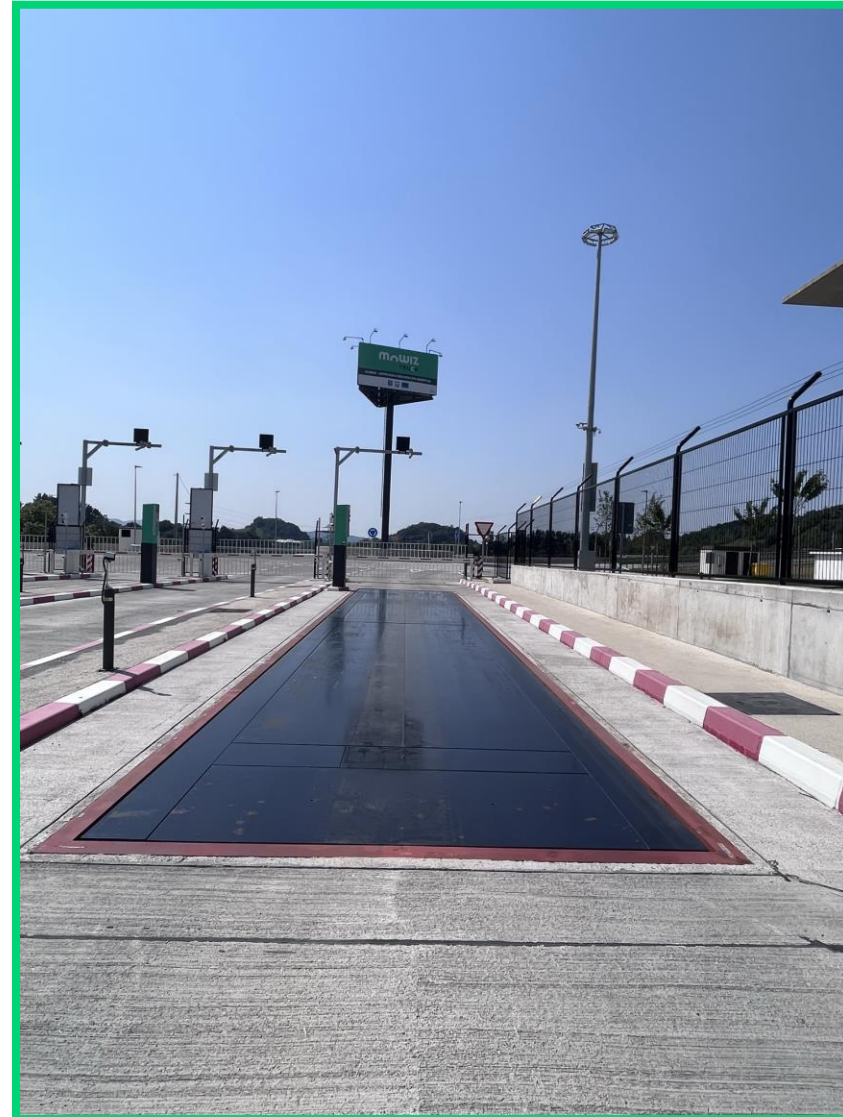
For greater product portfolio and truck's spare parts, we have a specialized truck spare part's shop (Urki Aldaniak) 6 minutes away from our facilities which even provides delivery service.

There are also **several official truck repair shops of the main truck brands (MAN, IVECO, DAF,...)** in the nearby, less than 15 minutes away from the parking facilities. There are also specialized truck's tyres repair garages in the nearby. We have an agreement with them so that they can repair our customers trucks if needed and allow them access to the parking facilities if necessary for some basic repairment actions.

## Other:

Another security measure that our parking has, is a **weighing scale** which can be used to control that our clients leave with the same weight they entered.

In addition, being so close to a border post, it is useful to leave with the certainty that the maximum allowed weight is not exceeded.





## **Category 3: Environmental friendliness**



# Electricity installation for truck cooling available on site



The parking has specific spaces for refrigerated trucks.

On the one hand, as shown in the map, all the **blue spaces** are for trucks that need to leave the engine **running**, strategically located so as not to disturb other drivers.

On the other hand, the **green spaces** are for those trucks that do need plugs (the parking has cords to lend for those who request them) and are divided as follows:

- 4 units for ultra-refrigerated trucks (power of 32A o 7Kw).
- 12 units for refrigerated trucks (power of 16A o 3,5Kw).



# Truck wash at the site or nearby

	
PREZIOAK/PRECIOS/ PRICES	
	29,50 €
	45,00 €
	38,00 €
	51,00 €
BESTE BATZUK OTROS OTHERS	63,50 €
SARBIDEA / ACESSO / ACCESS	
1. 	
2. 	
3. 	
4. 	

The parking has a station for truck wash. The truck wash is performed with active foam to ensure the cleanliness of the truck.

We recycle water on the truck wash over an 80% of each process through a special system designed and implemented with different recycling tanks and filtering systems before sending the wastewater to the collectors.

Through the web/App it is possible to book the wash the driver wants and save a reservation date and time for it.

It is the only wash station for trucks with these facilities in 100 km around.



## Shuttle, bus and/or bike services for drivers available



As the parking is placed in the highway itself, bike or pedestrian circulation is not allowed by the Authorities.

There is neither a bus stop to be accessed by foot, due to the situation and accesses to the highway.

Nevertheless, we have got **agreements with local taxi driver's companies** with special prices for our costumers, in case they want to reach San Sebastian city center, nearby hotels or any other location out of our facilities.

We also offer on demand shuttle services for certain events in the region and manage shuttle services for certain fleets between our facilities and their home base, so that a pool of their drivers can park the truck in our facilities (e.g. for the weekend) and be driven home altogether without having to drive themselves. Getting them back to our facilities for starting the next working week.



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

The main service building has 12kW photovoltaic panels installed on its roof. The energy is used for illumination and for generating hot water

The service building has an A energy rating thanks to its design with a partial green roof, building materials, full LED lighting and its aerothermal heating/cooling systems implemented.

PROIEKTUA PROYECTO		
Enregistratzen zenetik 14 de agosto	CEE/CAPV/2021/00207928 P	
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Erakunde Edificio	CIT- EDIFICIO DE SERVICIOS CENTRO INTEGRAL DE TRANSPORTE	
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<b>KALIFIKAZIO ENERGETIKOKO ESKALA</b> <b>ESCALA DE LA CALIFICACIÓN ENERGÉTICA</b>		
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## Other:

The digitization of processes makes us a “ticketless” company, with the aim of doing our bit for the environment, so we try to reduce paper consumption to the minimum possible. For this reason, **all access to any parking in the mowiz TRUCK network is done through license plate recognition and ticketless access.**

We also incentive the use of digital ticket and invoice, through our mowiz TRUCK app and platform.

Just as we are known for being a ticketless parking, **we provide** our customers with **containers** to facilitate separate waste management and recycling.

Over 2023 a composting system will be installed for organic waste from the restaurant, which will later be used to fertilize the land and trees around the parking.





## Other:

Within the parking, 30 out of the 341 spaces, are reserved for dangerous goods (14 for flammable and 16 for non-flammable load).

The parking has a gutter on this area to contain leaks of dangerous goods and prevent them from mixing with normal drains or extend to the rest of the areas of the parking. This leaks will be conducted to a special tank of 150 m<sup>3</sup>, where they will be stored until they are properly managed by a specialized decontamination companies.



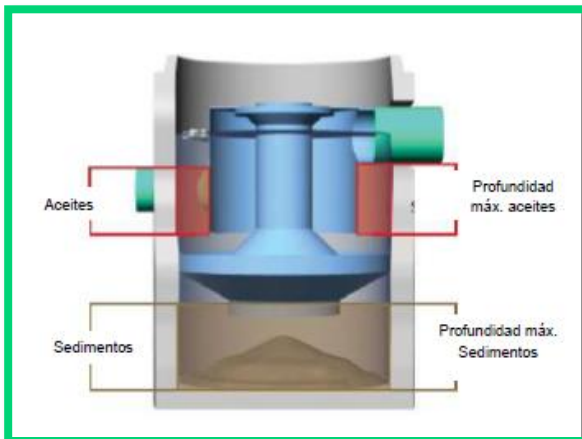


## Other:

On the facilities we have implemented **separative wastewater management with different water filtering systems** for treating water before going into the river or EDAR. We also have special contingency systems to block any leak (dangerous or not) to reach the river.

- **Hydrocyclone:** There is a separate collection network for rainwater and runoff, equipped with a hydrocyclone treatment system prior to discharge into the collector to the natural mean.
- Even for the grey waters of the parking, which are connected to the municipal wastewater collector network's which end in an EDAR, several filtering systems are in place for the previous separation of grease from water from restauration facilities or for the wastewater from the truck wash facility.

The parking will be **ISO-14001 Certified**, the international standard that specifies requirements for an effective environmental management system (EMS), by MID 2023.



## Other:

The parking has a complete firefighting system with fire hydrants distributed throughout the facility and different fire extinguishing means depending on the origin of the fire.





## Other:

For greater coverage and security in the parking, our team has a **guard car** to be able to move around the facilities. The vehicle also provides coverage to another of our parkings located in Oiartzun, which is 13 minutes away from the parking of Astigarraga.

The parking also has an **electrical charging point** for light vehicles.





A photograph of a modern, two-story commercial building with a dark facade and large glass windows. A sign on the roof reads 'moWIZ TRUCK'. The building is surrounded by a paved area and some greenery. A large white arrow points from the building towards the text on the right.

# Category 4: Service quality and 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

For us, drivers are the core of our business, everything revolves around them to provide all the comforts and facilities they need to cover their needs. Above all, our goal is that all this happens safely, in a place drivers can be relaxed and without fear of being robbed or similar. Therefore, we prioritize security, and we take care of it through our 24/7 surveillance, staff, CCTV, fenced perimeter, good lighting, direct contact with state security forces, ...

To cover all driver's needs, we offer:

- Showers and toilets totally free and available 24 hours (25 WC y 19 showers).
- Gym available for all those drivers who want to make use of it, as well as a circuit guided by a green line around the parking to walk or run.
- High Speed Free WiFi available throughout the parking.
- Special promotions (e.g. dinner + overnight = free breakfast) for all drivers.
- 12 electric units for refrigerated trucks and 4 for ultra-refrigerated ones free of charge (cord cables also available).

## **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**

- Restaurant and bar service 365 days a year from 5am to 23pm.
- Supermarket service 365 days a year from 7am to 23pm.
- Rest area available 24/7: relaxation area, work area, kitchen area and outdoor picnic area exclusively for costumers.
- Human presence 24/7 in the parking.
- Our staff is eager to assist any driver who need help with the parking, service, suggestions or any other necessity.
- We offer free of charge several sports channels and we broadcast the most important events (Dakar Rally, World Championship Cup, Australia Tennis Open...).



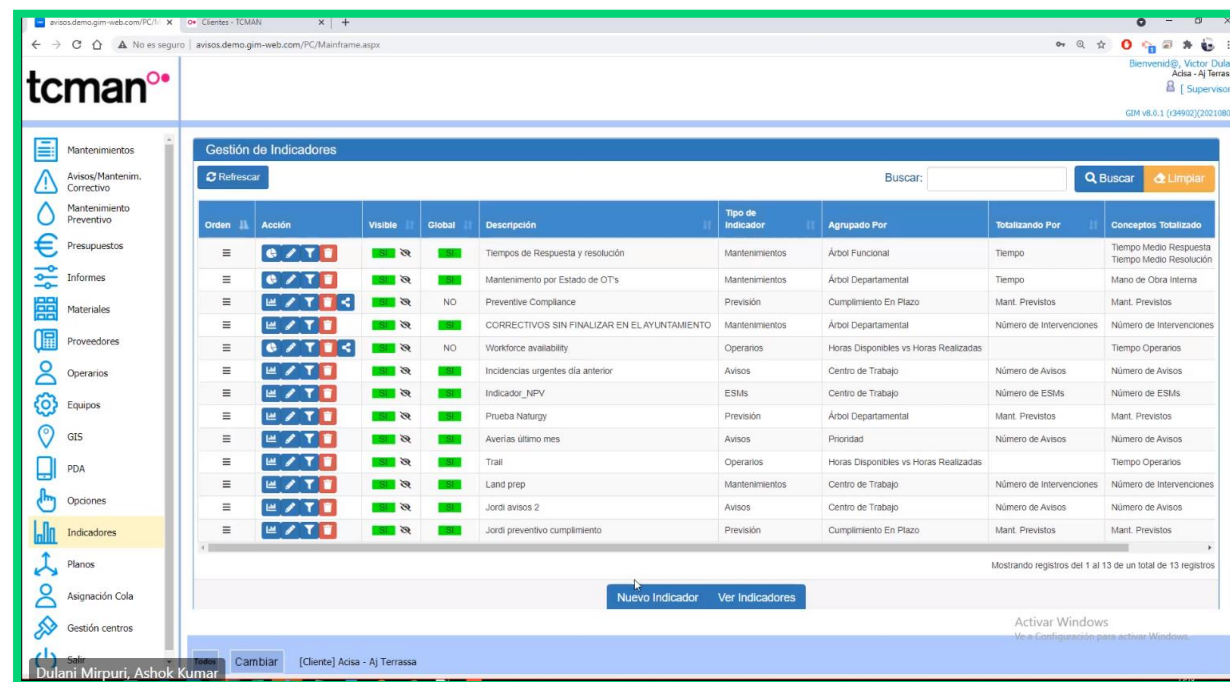
# A coherent customer-oriented strategy to guarantee quality of service and care to drivers and its constant improvement, including a dedicated procedure to deal with customer complaints

We have a system called GMAO where we keep track of all the internal processes to be carried out: cleaning, showers and toilets, maintenance, etc...

In this way, we can provide quality to our customers and keep track of the tasks pending or already done.

We are strictly committed to the cleanliness of the bathrooms and showers and our team makes sure they are cleaned several times a day.

In addition, our parking is ISO-9001 Quality Certified.



The screenshot displays the 'Gestión de Indicadores' (Indicator Management) interface of the tcman system. The interface includes a sidebar with navigation options like 'Mantenimientos', 'Avisos/Mantenim. Correctivo', 'Presupuestos', 'Informes', 'Materiales', 'Proveedores', 'Operarios', 'Equipos', 'GIS', 'PDA', 'Opciones', 'Indicadores', 'Plano', 'Asignación Cola', and 'Gestión centros'. The main area shows a table of indicators with columns for 'Orden', 'Acción', 'Visible', 'Global', 'Descripción', 'Tipo de Indicador', 'Agrupado Por', 'Totalizando Por', and 'Conceptos Totalizado'.

Orden	Acción	Visible	Global	Descripción	Tipo de Indicador	Agrupado Por	Totalizando Por	Conceptos Totalizado
				Tiempos de Respuesta y resolución	Mantenimientos	Árbol Funcional	Tiempo	Tiempo Medio Respuesta Tiempo Medio Resolución
				Mantenimiento por Estado de OT's	Mantenimientos	Árbol Departamental	Tiempo	Mano de Obra Interna
			NO	Preventive Compliance	Previsión	Cumplimiento En Plazo	Mant. Previstos	Mant. Previstos
				CORRECTIVOS SIN FINALIZAR EN EL AYUNTAMIENTO	Mantenimientos	Árbol Departamental	Número de Intervenciones	Número de Intervenciones
			NO	Workforce availability	Operarios	Horas Disponibles vs Horas Realizadas		Tiempo Operarios
				Incidencias urgentes día anterior	Avisos	Centro de Trabajo	Número de Avisos	Número de Avisos
				Indicador_NPV	ESMs	Centro de Trabajo	Número de ESMs	Número de ESMs
				Prueba Naturgy	Previsión	Árbol Departamental	Mant. Previstos	Mant. Previstos
				Averías último mes	Avisos	Prioridad	Número de Avisos	Número de Avisos
				Trail	Operarios	Horas Disponibles vs Horas Realizadas		Tiempo Operarios
				Land prep	Mantenimientos	Centro de Trabajo	Número de Intervenciones	Número de Intervenciones
				Jordi avisos 2	Avisos	Centro de Trabajo	Número de Avisos	Número de Avisos
				Jordi preventivo cumplimiento	Previsión	Cumplimiento En Plazo	Mant. Previstos	Mant. Previstos

Mostrando registros del 1 al 13 de un total de 13 registros

Nuevo Indicador Ver Indicadores

Activar Windows  
Ve a Configuración para activar Windows.

Salir Cambiar [Cliente] Acisa - A) Terrassa  
Dulani Mirpuri, Ashok Kumar

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

All our communication/information/instructions are written in several languages: English, Spanish, French, Ukrainian, Portuguese, Russian, Romanian, German...

Nevertheless, we always try to explain everything as graphically as possible to avoid any language limitation.

In addition, our team is provided with linguistic skills that allow them to communicate with the client in the following languages: Russian, Spanish, Ukrainian, French and English; and are equipped with an application for translating App to always support communication with international costumers.



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

3 showers and 3 toilets are specifically reserved for women. The supermarket offers a variety of products for women's personal hygiene.

The parking is fully accessible for disabled people: adapted emergency door entrances to the parking and driver's restricted areas, ramps and non step designed installations, an equipped toilet and shower as well adapted for disabled people.

For young people, but not only, we organize darts championships and soon we will start doing other game tournaments.

During the first semester of 2023, we plan to install a video game console available for them to play over a big screen, from the available ones.

They also have available a great variety of sport channels and international channels on different languages on the TVs.





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



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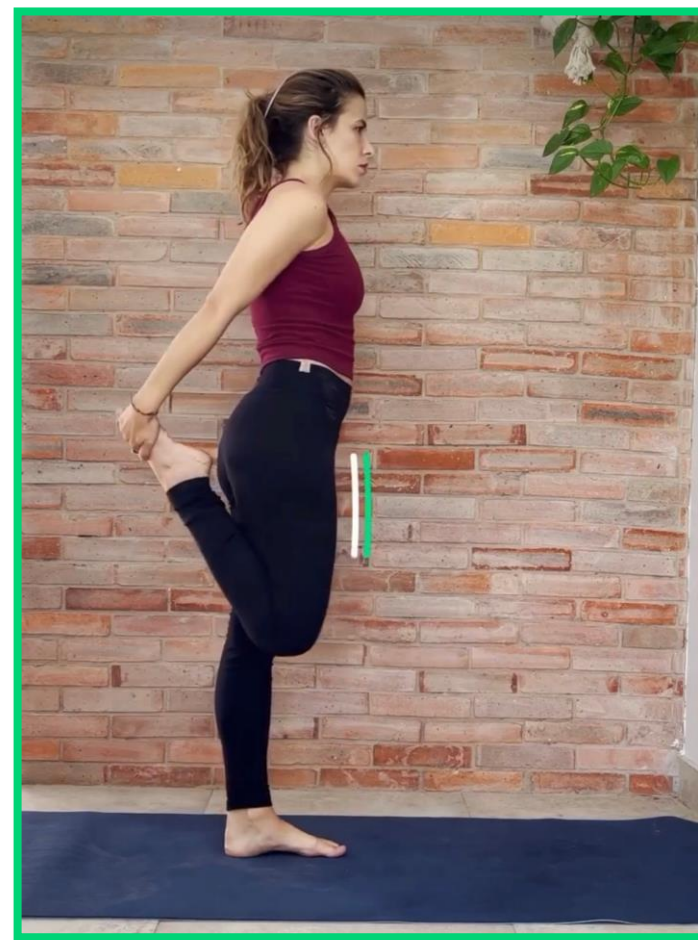
# Special facilitation measures for drivers, including young and female drivers

Beside physical facilitation measures we also use the digital facilities for trying to enroll all driver's profile with actions like:

- Job search opportunities with partnerships with TDRJobs, largest specialized driver's job portal.
- Health good practices recommendation tips and contacts with partnerships with specialized professionals like Cristobal App for mental health or yoga instructor for physical health.

mowiz TRUCK is always **active in social media**; we have Instagram, Facebook and TikTok accounts where we share content of interest [entertainment, regulation, current affairs...] and interact with influencer drivers.

Over 2023 we will start organizing CAP training courses for drivers and companies, so that these recycling courses or other training course for drivers can be made in our facilities.



@mowiztruck

# Customer satisfaction measuring policy, including by dedicated customer surveys

In addition to our suggestion and complaint forms available in the parking, we also attend our Google My Business pages (<https://goo.gl/maps/FL855TE7yaad2VuD7>), where we also ask drivers to rate us and give us their opinions, since that is what makes us improve and learn. You will find distributed through out the facilities different QR to facilitate contact and opinion submission:

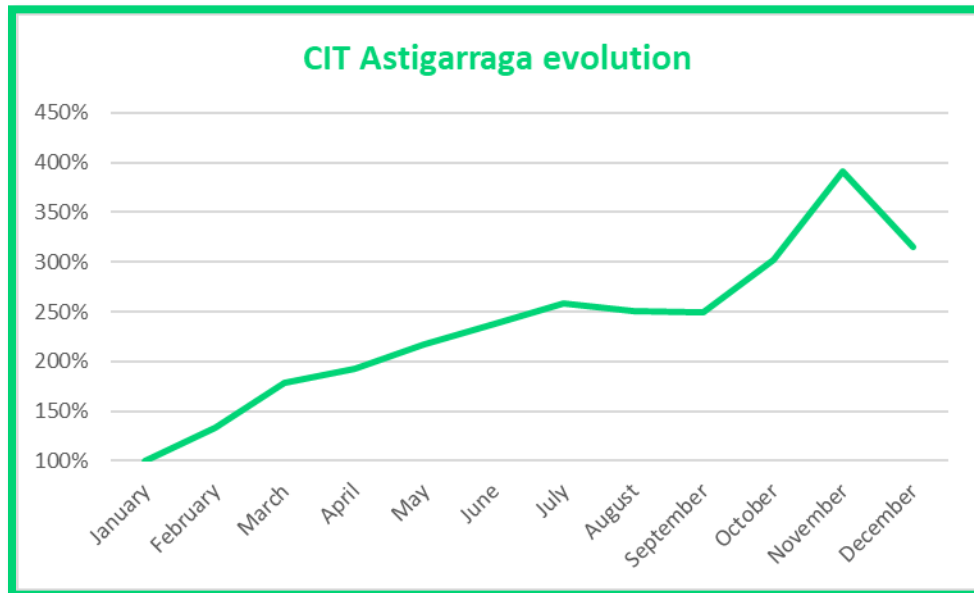


We also offer periodical surveys (image on the right) in several languages, to know more details about our costumers and to value the parking's services and helps us to improve them.

Drivers can also prefer to write us an email at: [soporte@mowiztruck.com](mailto:soporte@mowiztruck.com)



# Increase numbers of customers over a given period



We started parking operations by the end of January 2022, so we do not have yet a complete year comparison reference.

As a completely new parking, it takes time to get well-known all-over Europe.

Nevertheless, we are proud to share that over this short life-time period **we have increase up to 400% monthly figures**, with a great push in the second half of the year overpassing 7.500 unique drivers per month.

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

The parking is located on the highway, so we are not close to any residential development we can disturb.

On the other hand, because of being located on the highway, we have **direct contact with Traficoa Euskadi** (General Traffic Direction of Euskadi), and they warn us in real time about any incidence that may exist on the road.

We also have **direct communication with the Ertzaintza** (Regional State Security Forces) for any incident that may occur in our facilities. By the way, they use our facilities for stopping vehicles that are not allowed to drive for any circumstances (overweight, mechanical failures, defects, administrative authorizations,...) until they solve them.

We have a **closed collaboration with BIDEGI and BIDE LAN** (company in charge of Exploitation, Conservation and Maintenance of the AP8 and AP1 highways in the Historical Territory of Gipuzkoa) for every time there is any road incident on the highway, any traffic limitations or our parkings become full and they help us with special temporal signaling on the road to simplify truck traffic circulation and maneuvers.



[empresas@mowiztruck.com](mailto:empresas@mowiztruck.com)



[mowiztruck.com](http://mowiztruck.com)

<https://youtu.be/uldNXhPMvII>