



Delta Park

Truck Secure Parking



Delta Park Truck Secure Parking

- Delta Park Truck Secure Parking is located in the north of France at 30 kilometers from Lille, on a strategic area at the junction of the A1 and A21 highways, on the North sea mediterranean Corridor. With 25 000 trucks driving everyday, this is the most frequented way to go to UK, to Belgium or to Germany.
- We opened Delta Park in 2019 with 146 spaces and we expended to 213 in 2023.
 - 19 spots are allocated for running reefers,
 - 5 spots in front of the security post are only reserved for women,
 - 31 spots are allocated to drivers who made a reservation
 - 10 spots for cars or van are offered free of charge for the customers
 - 1 charging station for electric vehicles
- Our main focus after safety and security is to offer the best services to the drivers, that's the reason why we often discuss with them or propose them surveys to know what they wish on the parking.
- The last data [published](#) show a traffic on 15,700 HGV on the A1 & 7,800 on the A21 every day.

Where to find us ?

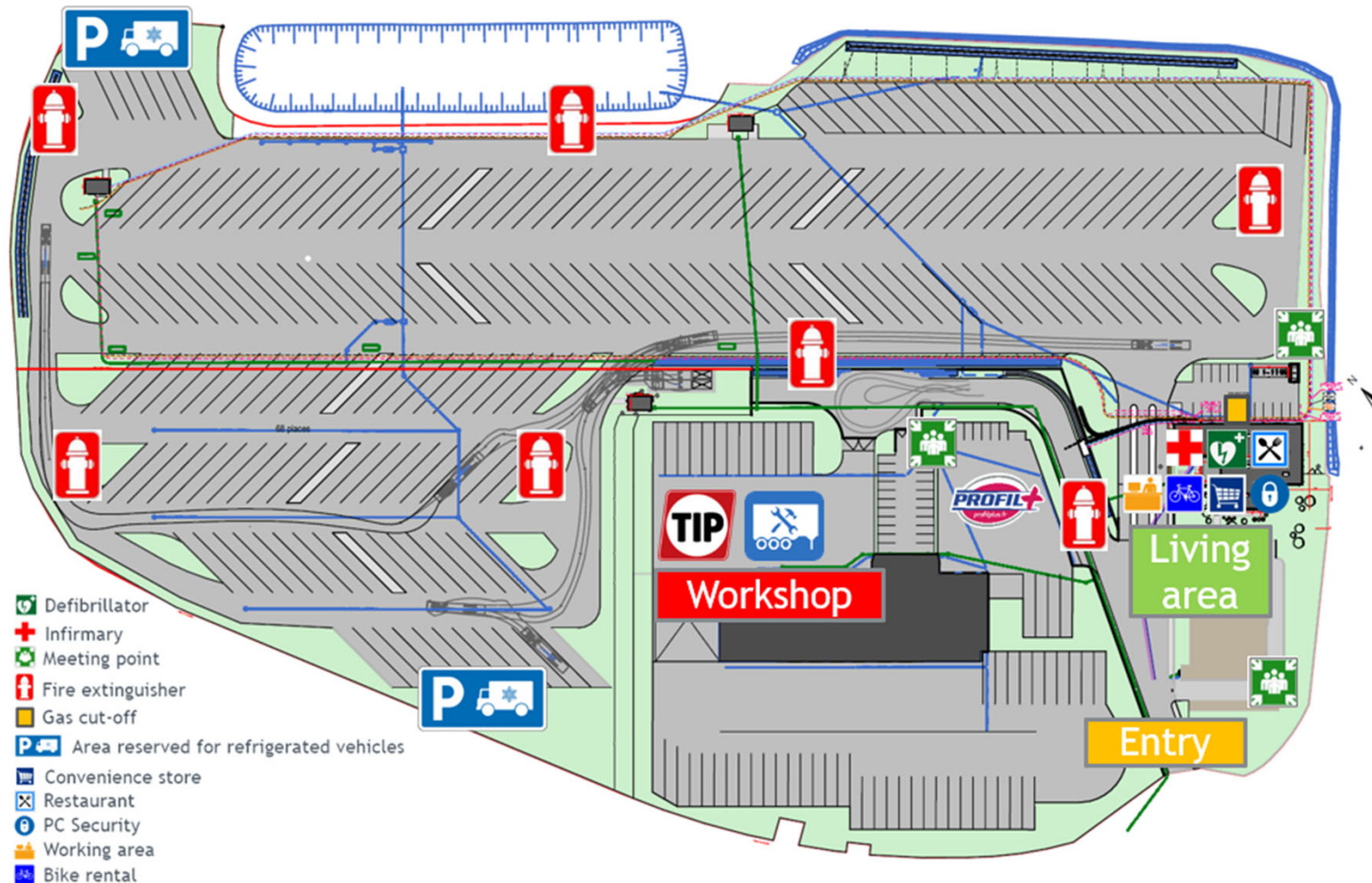
London



- Junction of A1 (North to Brussels & Netherland and South to Paris) and A21 (west to Calais & UK and East to Germany)
- <1km off the highway

Delta Park Truck Secure Parking

On the Delta Park site, we have a leasing and rental branch for all vehicles, a mechanical and body repair workshop, a heavy goods vehicle spare parts store and a tire repair workshop.



TIP Group

Profil+ Best of Pneu branch
Tyre repairs



TIP sales offices
Reception area

4 bays for mechanical repairs
3 bays for body repairs
Brake tester



TIP workshop :

- 10 mechanics
- 3 body repairs
- 5 MSU
- 3 admin
- 1 branch manager

Tire workshop :

- 5 technicians (inc.4 for tire MSU)
- 2 admin



5 MSU for on-site repairs

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Mobility and Connectivity

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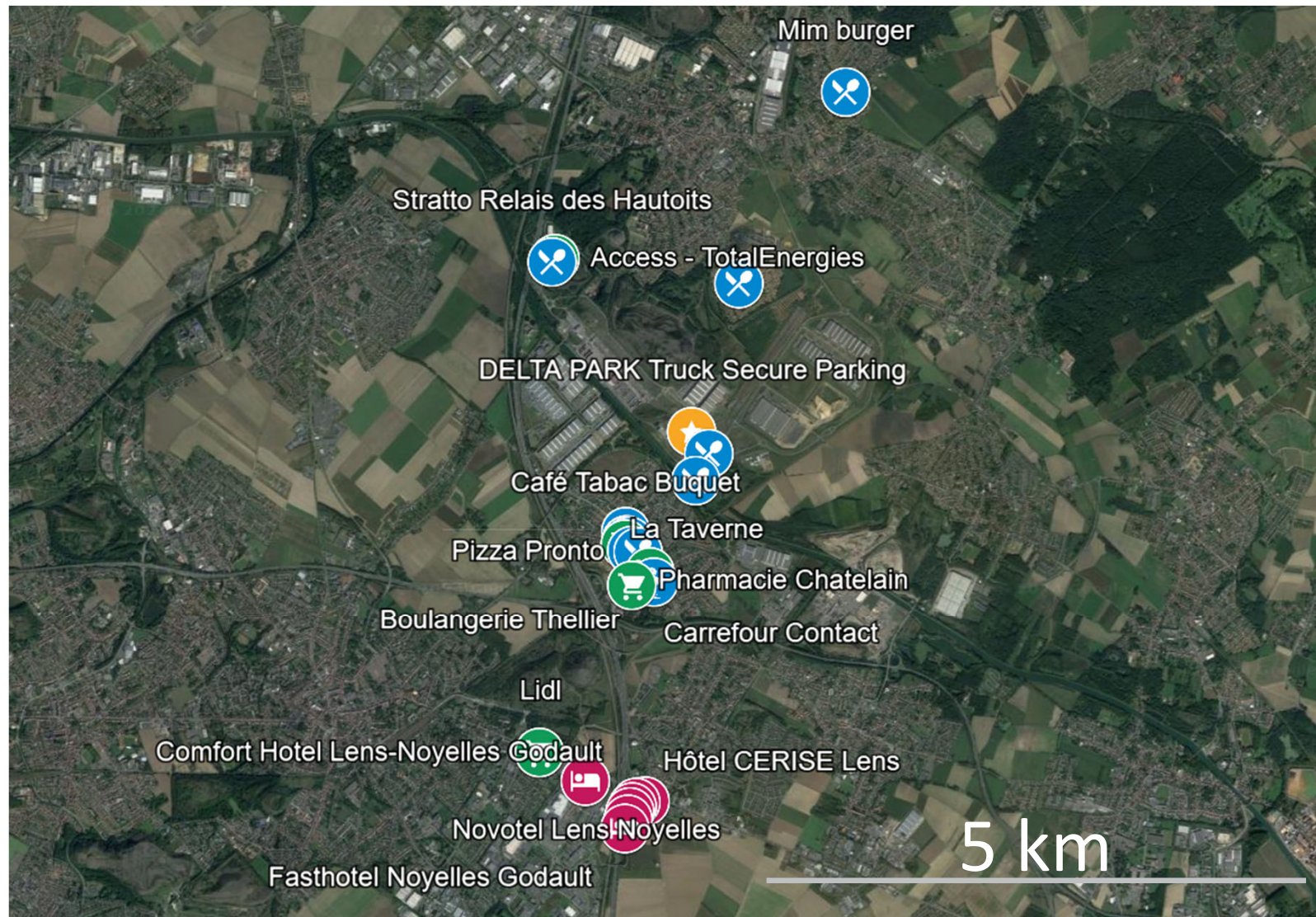
Environmental friendliness

4.

Service quality and customer satisfaction

1. Comfort and Health

An online map with the main services is available online



https://www.google.com/maps/d/edit?mid=1GoBJez1_5m12V1Dvp7J-2N2CLvymWEg&usp=sharing

Food available on-site 24/7

- At any time of the day or night, drivers can enjoy a hot or cold drink or even buy a sandwich or a meal to reheat directly from the vending machines which are accessible 24/7.
- If they prefer to drink fresh coffee, we make it available to them free of charge every day from 3 a.m.



Food available on-site



Delta Park has its own food truck on-site called Ri'chti

- Burgers from €6 and hotdogs from €5 are offered to drivers every day from 11 a.m. to 3 p.m. and from 6 p.m. to 10 p.m.
- The meat in all sandwiches is halal
- In a few weeks drivers will also be able to purchase pizza and fried chicken meat



Food available in the area : La Taverne

La Taverne restaurant is at 3-minute walk from Delta Park.

Daily menu with starter, main course and dessert

Food available includes:

- vegetarian
- meat
- fish
- Etc.

La Taverne is opened on week-days for lunch and diner until 10pm



MENU DU JOUR	
Entrée + Plat ou Plat + Dessert = 15,00€	
Entrée + Plat + Dessert = 17,00€	
BUFFET D'ENTRÉES	
~~~~~	
PLAT DU JOUR	
ou	
BROCHETTE DE DINDE	
ou	
PÂTES CARBONARA	
ou	
OMELETTE NATURE	
~~~~~	
DESSERTS DE LA CARTE AVEC **	



ENTRÉES :	
BUFFET D'ENTRÉES	5,50€
PLATS :	
TARTARE DE BOEUF	14,50€
BAVETTE A L'ÉCHALOTE	14,90€
ENTRECÔTE	19,50€
WELSH	14,90€
DEMI CAMENBERT RÔTI, PDT AU FOUR ET SA CHARCUTERIES..	13,90€
CASSOLETTE DE POULET GRATINÉE AU MAROILLES	14,50€
ESCALOPE MILANAISE	12,50€
STEAK HACHÉ BOUCHÈRE 250G	15,50€
PAVÉ DE SAUMON	18,50€
SALADE CÉSAR	13,50€
SALADE DU NORD	13,50€
SALADE CHÈVRE CHAUD	13,50€
SUPPLÉMENT SAUCE AUX CHOIX (MAROILLES, POIVRE, BEARNAISE)	0,50€
DESSERTS :	
2 BOULES DE GLACE	4,50€
** CRÈME BRÛLÉE	4,50€
ASSIETTE DE 3 FROMAGES	5,50€
** MOUSSE AU CHOCOLAT	4,50€
** TIRAMISU SPÉCULOOS	4,50€
** SALADE DE FRUITS	4,50€
CAFÉ OU THÉ GOURMAND	5,90€
DAME BLANCHE	6,90€
CHOCOLAT OU CAFÉ LIÉGEOIS	6,90€
SUPPLÉMENT CHANTILLY	1,00€

Food available close to the site



If drivers want to try another restaurant, they can take a bike on loan to go to Stratto 10 minutes from the Truck Secure Parking.



They can then have breakfast, lunch, dinner or just a drink and a pastry.

Food available close to the site



At the Stratto restaurant, they will have the choice between fresh sandwiches, pizzas and grilled meats accompanied by vegetables.



Food available on delivery (or take away)



20'

If drivers prefer to stay in their truck, they can order food over the phone.

They will be delivered to site in less than 20 minutes

NOS PIZZAS

	JUNIOR 26CM	SÉNIOUR 31CM	MÉGA 40CM
MARGUERITA Tomate, fromage.	7,00€	10,00€	14,00€
VULCANO Tomate, fromage, jambon, olives	8,00€	13,50€	19,00€
REINE Tomate, fromage, jambon, champignons.			
CAMPIONE Tomate, fromage, viande hachée, champignons.			
TORINO Tomate, fromage, thon, poivrons, oignons, oeuf, olives			
ORIENTALE Tomate, fromage, merguez, poivrons, oignons, oeuf, olives			
CHICKEN Tomate, fromage, poulet, champignons, poivrons			
NAPOLITAIN Tomate, fromage, anchois, câpres, olives			
BOURGUIGNONNE Tomate, fromage, viande hachée, pommes de terre, oignons			
SAVOYARDE Tomate, fromage, jambon, pommes de terre, oignons			
VEGETARIENNE Tomate, fromage, champignons, tomates fraîches, pommes de terre, oignons			
3 JAMBONS Tomate, fromage, jambon, lardons, chorizo			
BOURSIN Tomate, fromage, viande hachée, oignons, boursin, oeuf			
VENEZIA Tomate, fromage, saumon fumé	9,00€	14,00€	19,00€
4 FROMAGES Tomate, fromage, chèvre, raclette, bleu			
BACON Tomate, fromage, bacon, lardons, oignons, oeuf			
4 SAISONS Tomate, fromage, jambon, champignons, poivrons, olives			
FRUITS DE MER Tomate, fromage, cocktail de fruits de mer, ail, persil			
PAYSANNE Tomate, fromage, lardons, oignons, oeuf			
SPECIALE Tomate, fromage, merguez, chorizo, champignons, crème fraîche			
LA PRONTO Tomate, fromage, viande hachée, merguez, poulet, poivrons, oignons			
CALZONE soufflé Tomate, fromage, oeuf, jambon ou thon ou viande hachée			

NOS SALADES

RUSTIQUE Salade, tomates, jambon, poulet, emmental 6,50€

NORVEGIENNE Salade, tomates, saumon, citron, olives

FERRIERE Salade, tomates, poulet, pommes de terre, oeuf

NIÇOISE Salade, tomates, thon, concombre, maïs, oeuf, olives

PAYSANNE Salade, tomates, lardons, pommes de terre, oeuf

AVOCAT CREVETTES Salade, tomates, crevettes, avocat, olives

CHEVRE CHAUD Salade, tomates, lardons, chèvre chaud sur toast

NOS PÂTES

TAGLIATELLES 9,00€

• BOLOGNAISE • CARBONARA • SAUMON

• FRUITS DE MER • 4 FROMAGES

NOS GRATINS

POULET Crème fraîche, pommes de terre, poulet 8,50€

SAUMON Crème fraîche, pommes de terre, saumon

RACLETTE Crème fraîche, pommes de terre, raclette

MAROLLES Crème fraîche, pommes de terre, lardons, marolles

4 FROMAGES Crème fraîche, pommes de terre, assortiment de 4 fromages

NOS PANINIS

+ 1 BOISSON 33CL 6,00€

• SAUMON • JAMBON MAROLLES • VIANDE HACHÉE • LARDONS CHEVRE

NOTRE DEFOSCE

+ 1 BOISSON 33CL 9,00€

CHOISISSEZ VOTRE DEFOSCE PAR RAPPORT AUX PIZZAS

NOS PIZZAS CREME FRAICHE

CHEVRE MIEL Crème fraîche, fromage, chèvre, miel extra 9,50€ 14,50€ 19,50€

KEBAB Crème fraîche, fromage, kebab, oignons

NORVEGIENNE Crème fraîche, fromage, saumon fumé

CREMIERE Crème fraîche, fromage, assortiment de 3 fromages

HAWAIIENNE Crème fraîche, fromage, jambon, ananas

DIVO Crème fraîche, fromage, lardons, pommes de terre

GEORGIA Crème fraîche, fromage, poulet, racolches, pommes de terre, oignons

TARTIFLETTE Crème fraîche, fromage, lardons, racolches, pommes de terre, oignons

CAMPAGNARDE Crème fraîche, fromage, viande hachée, poivrons, oignons

LA CHTI Crème fraîche, fromage, lardons, poulet, p. de terre, marolles, poivrons, oignons

NEVADA Crème fraîche, fromage, viande hachée, marolles, champignons, oignons

AMERICAIN Crème fraîche, fromage, bacon, pommes de terre, racolches

RACLETTE Crème fraîche, fromage, jambon, raclette, pommes de terre

SUPREME Crème fraîche, fromage, viande hachée, poulet, boursin

NOS PIZZAS SPECIALES

ANDALOUSE Sauce andalouse, fromage, chorizo, merguez, chèvre 9,50€ 15,00€ 20,00€

CURRY Sauce curry, fromage, poulet, pommes de terre, oeuf

BARBECUE Sauce barbecue, fromage, viande hachée, merguez

PRIX PAR INGREDIENT SUPPLEMENTAIRE 1,00€ 1,50€ 2,00€

MENU SOLO

1 PIZZA JUNIOR AU CHOIX + 4 CHICKEN WINGS + 1 COCA COLA 33CL 11€

MENU DUO

1 PIZZA SENIOR AU CHOIX + 6 CHICKEN WINGS + 2 COCA COLA 33CL 17€

MENU TRIO

3 PIZZAS JUNIOR AU CHOIX + 1 MAXI COCA 25€

MENU AMBIANCE

2 PIZZAS SENIOR AU CHOIX + 1 MAXI COCA 26€

MENU MEGA

1 PIZZA MEGA AU CHOIX + 10 CHICKEN WINGS + 1 MAXI COCA 25€

MENU FOOT

2 PIZZAS MEGA AU CHOIX + 1 MAXI COCA 33€

From €6, they will have the choice between a panini, a sandwich, a pizza, salad, pasta or gratin.

There is something for every taste

Food available on delivery (or take away)

MIM BURGER

NOUVEAU

LE MEILLEUR DU BURGER À LIBERCOURT

LIVRAISON À DOMICILE & AU BUREAU

DANS UN RAYON DE 10KM
LIBERCOURT, OIGNEL, OIGNY-COURT, LEFOREST-CAPVIN,
WANDIGNY, THIAUMONT, THUMELLES, COUSSEVAL, MON-HEAULT.

03.21.69.47.13

159 RUE JEAN BAPTISTE DELOBEL SITE INTERNET:
62820 LIBERCOURT **WWW.MIM-BURGER.FR**

POUR VOTRE SANTÉ, ÉVITEZ DE MANCER TROP CÂLI, TROP SUCRÉ, TROP SALÉ. #MIMBURGERFR

Menu Grid:

- MIM BURGER**: 7€50
- BIG MAXX**: 7€50
- CHICKEN FILET**: 7€50
- TOSTY CHICKEN**: 8€50
- DOUBLE WOOPER**: 8€50
- CHEESE BURGER**: 2€00
- DOUBLE CHEESE**: 3€30
- WRAP CHICKEN**: 8€50
- SMASH BACON**: 8€50
- SMASH RACLETTE**: 8€50
- TRIPLE WOOPER**: 9€00
- MENU ENFANT**: 5€
- TIRAMISU**: 2€00
- SMOOTHIE**: 4€00
- MILKSHAKE**: 4€30

- Pronto Pizza,
- Mim Burger
- La Oigninoise Friterie



For the same delivery services, they have the choice between 3 fast food restaurants at 10 minutes from the Truck Secure Parking.

LA OIGNINOISE FRITERIE

FRITES & BURGERS

LIVRAISON VENTE À EMPORTER REPAS SUR PLACE POSSIBLE

HALAL FOOD

MENU BURGER

- MENU CITY BURGERS**: 12€50
- MENU CHEVRE**: 11€50
- MENU CROQUE**: 9€00
- MENU MAUI BACON**: 12€50
- LES AMÉRICAINS**: 8€50
- POULET**: 9€50
- TENDERS**: 7€
- FRANCHISE**: 6€
- MEXICAINS**: 6€50
- MERCHISE**: 7€00
- SAUCISSON**: 6€
- PETITE FAIM**: 4€

MENU SMASH BURGER

- MENU DOUBLES SMASH BURGER**: 10€
- MENU Frites SMASH BURGER**: 12€
- MENU QUADRUPLES SMASH BURGER**: 13€50
- MENU BURGER RACLETTE**: 10€50

LES FROIDS

- TIGON ALUO**: 3€50
- KOULI MARI**: 3€50
- SURIMI CRABE**: 3€50
- FRITE CHEDDAR BACON**: 5€
- FRITE MAROUILLE BACON**: 5€
- GRANDE FRITE**: 4€50
- MOYENNE FRITE**: 3€50
- BOUCHÉE CHEDDAR, CAMEMBER OU BRIE**: 1€50

MENU ENFANT

- MENU NUGGETS**: 6€
- MENU HAMBOURGERS**: 6€
- MENU CHEESEBURGER**: 6€
- SODA**: 1€50

LA OIGNINOISE FRITERIE

06 08 04 04 44

RUE LOUIS BRAILLE, 62590 OIGNIES

Shops available at the site or nearby

If drivers want to go shopping, they have the choice between 3 stores in or next to Delta Park

Total fuel station



Carrefour Dourges



Lidl Henin



Shops available at the site or nearby

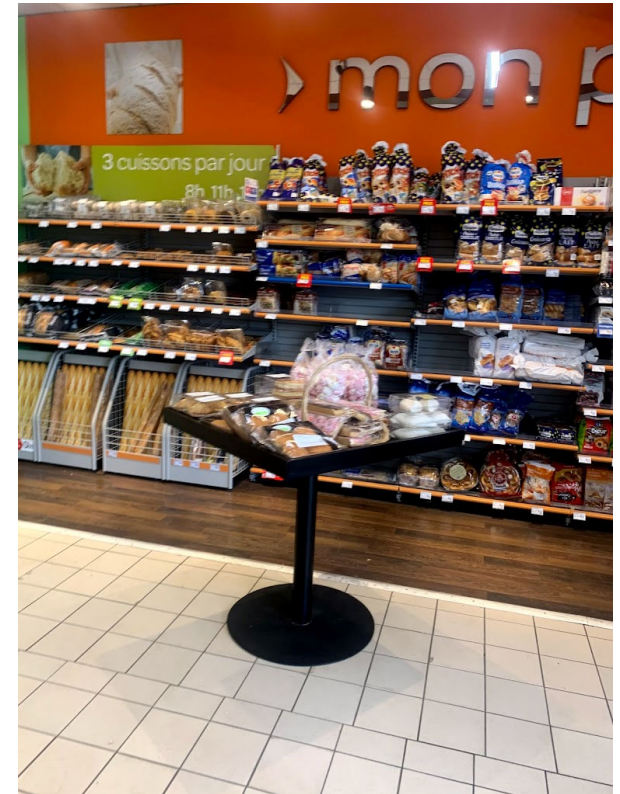
Total fuel station

Supermarket of the Total Station. It's open 24/7.



Shops available at the site or nearby

Carrefour Contact



Lidl

Food available 24/7 at the site

- A supermarket will open in Delta Park in the summer of 24

Medical assistance and/or pharmacy at or near the site



In Dourges, there is also a train station, several bakeries and butchers and 2 tobacco shops



Specific dietary food available

Restaurant “la Taverne” and Stratto

Food available includes:

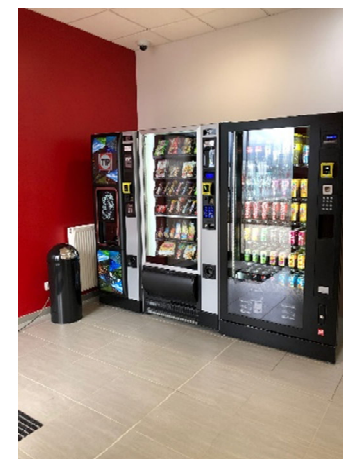
- vegetarian
- meat
- fish

Foodtruck and fast foods restaurants

Food available includes:

- vegetarian
- Halal meat
- fish

- Vending Machines
 - Vegetarian or meat or fish sandwiches
 - Dishes to reheat
 - Restocked 3 times a week



Kitchen 24/7 at the site

When returning from the grocery store, drivers also have the option of preparing their own meals in the new kitchen built during the extension



Kitchen 24/7 at the site

Drivers have access to :

- 2 ovens,
- 4 hotplates,
- a plancha,
- a pancake maker,
- 2 microwaves,
- a dishwasher
- and 2 sink basins.



Fitness and leisure facilities at the site

Fitness

Drivers need to relax and do a little sport so during the extension of the parking, we have added a fitness area with the following equipment :

- Abdo board
- Pull-up bars
- Hanging rings
- Elliptical bike
- Dip bars
- Ladder course



Fitness and leisure facilities at or near the site

We also installed :

- A basket ball hoop
- A badminton or padel area
- And in a few weeks we will install a pétanque ball court
- Running enthusiasts can run around the Truck Secure Parking in complete safety by following the red arrows. A parking lap is close to a kilometer



Fitness and leisure facilities at or near the site

Leisure

Those who prefer less physical exercises can play a game of chess, checkers or solitaire.

The others can play table football, table tennis or darts

Summer and winter, drivers can get some fresh air under the bioclimatic pergola



Fitness and leisure facilities at or near the site

TV



- Drivers have 2 TVs and 2 different rest rooms with plenty of armchairs and chairs.
- TV channels broadcast all important sporting events

Fitness and leisure facilities at or near the site

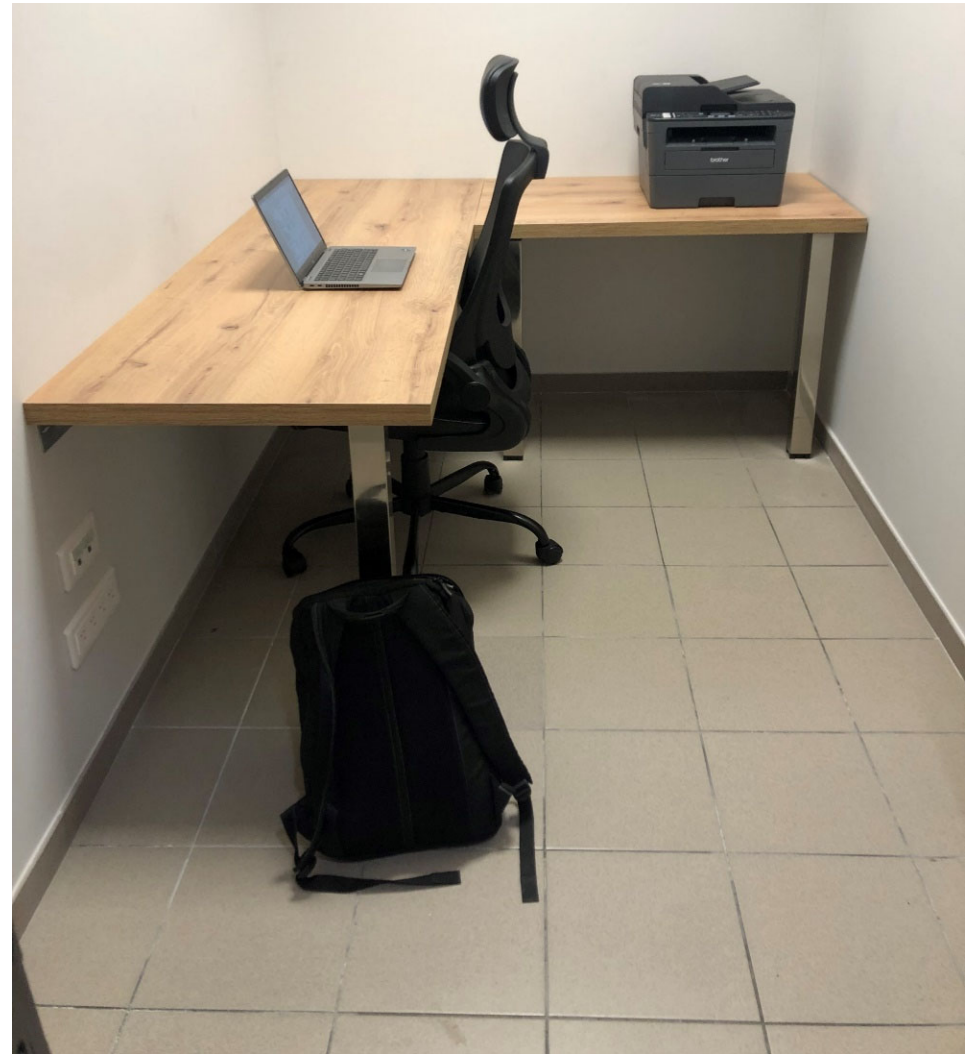
In the lounge, drivers have several tables with electrical outlets so they can work quietly



Fitness and leisure facilities at the site

Office area

Following several request from our customers and for those who want to work in peace without being disturbed, we have opened an office area with internet access and a printer.



Laundry facilities on site

On site the drivers can access

- 4 new washing machines of 10 kg, 4 new tumble dryers of 10 kg
- Payment center accepting cash and all credit cards
- Hotline available 7 days a week with camera and change
- Steam iron for ironing clothes

There is an alarm system where drivers can receive a notification directly on their phone when a machine is free.



Medical assistance and/or pharmacy at or near the site

- At the security office, there is a first aid kit and a first aid bag that the security officer can use, as well as a defibrillator.
- All security agents have gestures and first aid accreditation.
- We also have a partnership and a procedure known to the firefighters and the emergencies services if an intervention is necessary on site



Medical assistance and/or pharmacy at or near the site



- In Dourges, a 10-minute walk from the car park, there are 3 doctors who are on call every weekend and a medical office.
- At the Security PC, there is a listing of all emergency numbers if necessary (Hospital, Emergency, Firefighters, etc.)



Medical assistance and/or pharmacy at or near the site



- Drivers also have 2 pharmacies in Dourges



Multilingual service options

The on-site team is able to speak in several languages, including English, German, Spanish, Romanian, Polish and an instant translator of over 100 languages is also at their disposal.

Self-checkout information is also translated into multiple languages

We have displayed a lot of information translated into different languages.



Multilingual service options

In the truck parking, we have put everything in place so that drivers can easily find their way around the site.

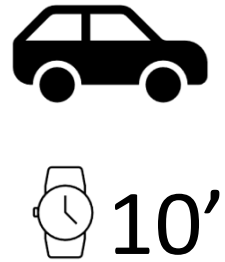
We have displayed the obligations or prohibitions in the form of pictograms so that the message is understood quickly.

We have also published a welcome booklet and flyers in English, French, Polish and Romanian which we are currently modifying since the extension of the truck parking and which we will also translate into Russian and Spanish.



2. Mobility and Connectivity

Hotel/Motel/Accommodation onsite or in the immediate vicinity



- As some drivers sometimes ask us where to find a hotel, we have negotiated the best rates with hotels located a maximum of 10 minutes from the parking lot in the area of Hénin Beaumont.
- The cheapest one is Hôtel Première Classe. A room costs 35 €.
- Fasthotel is also a cheap hotel, a room costs only 39€.



Hotel/Motel/Accommodation onsite or in the immediate vicinity



- If drivers prefer to have a little more comfort, we recommend the Hotel Cerise or the Comfort Hotel.



- A room costs €44 in the first hotel and €55 in the second.



Hotel/Motel/Accommodation onsite or in the immediate vicinity



The room at Cap Hotel costs €68 and €70 at Ace Hotel.

At this price, drivers benefit from a more spacious bathroom and a very generous breakfast.



Hotel/Motel/Accommodation onsite or in the immediate vicinity

- NOVOTEL 159 €



Fuel station nearby



If they wish to refuel before hitting the road again, motorists can go to the Total station or the AS 24 station which are barely 5 minutes from the car park.



Alternative truck charging/filling station (LNG/Electricity) nearby

On the Delta 3 platform, 5 minutes from the car park, there is also a Multi Energies station with LNG, BIOCNG and an electric charging station.



Alternative truck charging/filling station (Electricity) onsite

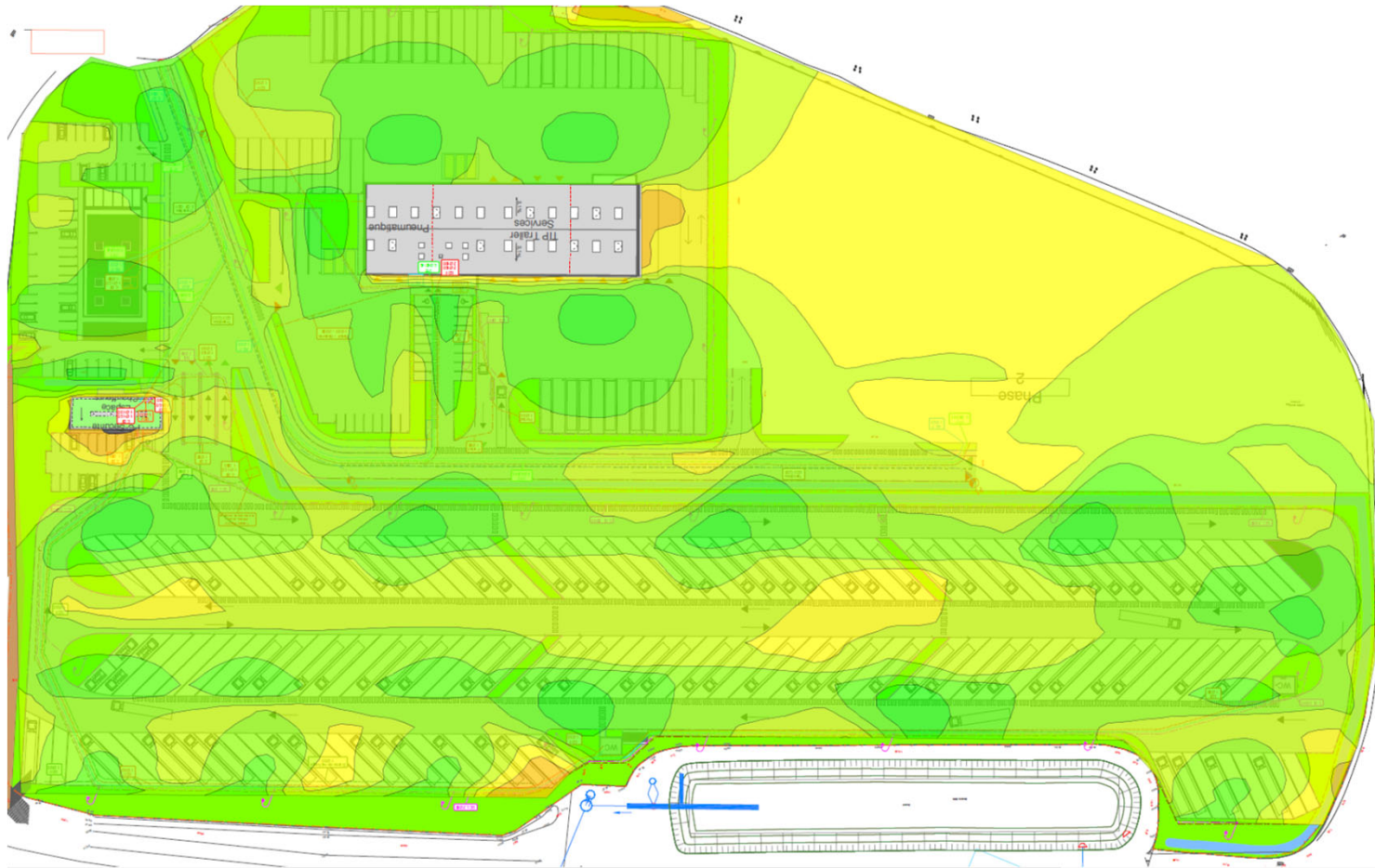
We are currently in a project with a company which will install around ten electric charging stations for E-trucks.

The installation should be finalized by the end of 2024 or the beginning of 2025



A reliable and stable Wi-Fi connection for customers

- Currently around thirty Wi-Fi antennas cover the entire area of the truck parking and the bandwidth power is 800 Megas



A payment system directly to the customer company

- When coming to our Truck parking, drivers have the option to pay using different payment methods.
- The simplest and quickest is to use the toll OBU to make payment. The driver doesn't even have to get out of the truck and the invoice is sent directly to his company.
- Otherwise, the driver can pay by credit card, fuel cards or via the Snap, Travis or Otra apps.
- As the Truck parking is often full, especially on weekends, we recommend that customers book before coming. They can book either by phone or email or use a booking app like Steero, Otra or Travis.



METHODS OF PAYMENT

CREDIT AND FUEL CARDS



TOLL OBU



OTHERS



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

We do not yet have a Connection to the National Access Point (NAP) to deliver static and dynamic information, but we have different projects on this subject.

On the other hand, with our partner OTRA, we have the possibility of displaying the number of remaining places live on their site.

To reserve a parking space, drivers have the choice between 3 reservation companies : Otra, Travis or Steero.



3. Environmental friendliness



Tire Check

Automated tire analysis in seconds



OUR TYRE CHECK

As our focus is the safety of drivers and goods, we have installed a tire reader at the entrance of the truck parking which alerts drivers to the condition of their tires.

If a tire is punctured or worn, we then send a team to carry out the repair or replacement, thus saving the transport company costs and loss of time due to interventions on highway.

Example of services :



In the event of a loss of pressure, tire inflation is offered to customers of the truck secure parking.



If a tire replacement is recommended, quotation on request

Thanks to our team of professional technicians on site and our fully equipped mobile maintenance units, we are able to intervene in 30 minutes on the truck parking.

TIP solution : Drive-Over-Reader

Automated tire diagnosis in seconds

1 VFDQ

J urxggp rxqwhg#vhqvru#
vfdqv#kh#ih dgg#hk.fdn#
sdulp hhuw#q#vhfrqgv#dv#
|rx#guyh#ryhu#w#



2 DQDO\VI

W|uh#shvzxh/#hp d|bj#
whdg#ghsw/#l{dnrdg#dgg
wvdcz h|jkw#uh#g|vsol|hg#q#
vhfrqgv#



3 UHSR UWIQJ

Idvw#dgg#hdv|#r#kvh#hsruw iru#
surdfw#h#p rqlwubj#r#|rxu#dnh#
dfw#h#frqwr#r#|rxu#hvfrrqglrq#



Checkpoints

- Tyre pressure control
- Thread depth control
- Axle load and total vehicle load
- Vehicle license plate identification

Flexible solutions adapted to your needs!

The most frequent causes of breakdowns are tire-related (wrong tire pressure, inadequate tread depth or punctures).



Downtime

Unexpected vehicle stoppages due to tire incidents generate high breakdown costs and impact operational output



Fuel consumption and CO2 emissions

Under inflation of tires can lead to higher fuel consumption and increased CO2 emissions.



Tyre performance

Under-inflated tires can significantly impact mileage performance through irregular tire wear .



Maintenance

To increase the efficiency and performance of your fleet, frequent maintenance is necessary.



Security

A minor tire failure can have a large impact on safety and cost.



Customer Satisfaction

Customer expectations continue to evolve, with on-time delivery models being regularly challenged to also provide real-time delivery tracking

Electricity installation for truck cooling available on site

- At the moment we do not yet have an electricity installation for truck cooling, but we have an installation project for 2025.



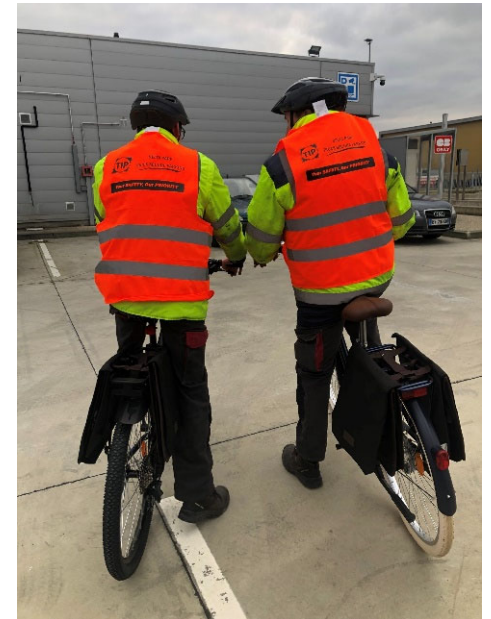
Truck wash nearby



- For cleaning trailers or trucks, we have a partnership with the company Lavanord which is located in Libercourt, 10 minutes from the truck parking.
- With the 6 bays, all vehicles can be cleaned, even tanks.
- Washing prices range from €30 for a little truck to €130 for a complete tank.

Shuttle and bike services for drivers available

- If drivers want to visit the town, we provide 16 free bicycles with panniers to transport their shopping.
- During the hours our maintenance agents are present, we also organize shuttles to the store or in town with the company vehicle according to the drivers' requests.



Shuttle, bus and/or bike services for drivers available

- Drivers also have the option to call a Taxi if they wish to visit other towns next to Dourges, we work with a company that has over 80 independent taxi drivers

The screenshot displays the homepage of MonTransport.com. The header includes the logo 'monTransport.com' and navigation links: 'Comment ça marche?', 'Réserver taxi', and 'Contact'. On the right, there are buttons for 'Voyageur' and 'Chauffeur', along with a language selector set to 'FR'.

The main banner features a woman and a man standing next to a car. The text on the banner reads: 'Réserver un taxi VTC à Dourges jusqu'à 70% moins cher' and 'Comparer les prix de 87 chauffeurs sur votre course: prix fixe imbattable'.

Below the banner is a booking form with the following fields and options:

- Radio buttons for 'Aller simple' (selected) and 'Aller/Retour'.
- Input fields for 'Adresse de départ' and 'Adresse d'arrivée'.
- A date and time selector for 'Date et heure de départ'.
- Passenger count: '1'.
- Luggage count: '0'.
- A button labeled 'Consulter le prix'.

At the bottom, there are two star ratings: 'Trustpilot 4.8 (2300 avis)' and 'Google 4.8 (2740 avis)'. A large orange button at the bottom right says 'Réserver un Taxi / VTC'.

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

As we do not own the site, we do not yet have an alternative energy sourcing onsite. We are currently negotiating with the owner in this regard.

On the other hand, we do everything we can to use fossil fuels as little as possible.

Indeed, since the extension, we have replaced the gas boiler with a heat pump and the water is now heated mainly by an electric hot water tank produced by green energy.

In addition, we use an electric van for parking maintenance and we are gradually replacing our gasoline-powered equipment for maintaining green spaces with electric battery-powered equipment.



Eco grazing and sustainability

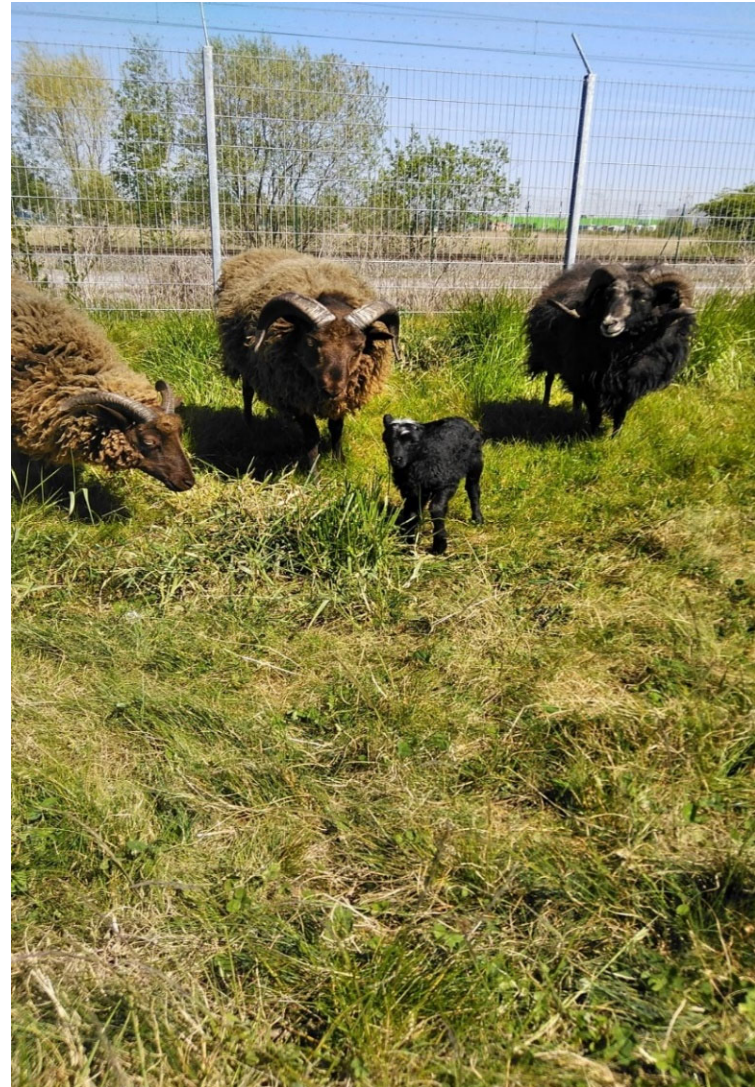
In Delta Park everything is organized to work for the environment favoring late mowing and ecograzing:

- preserving biodiversity
- helping to reduce the use of mechanical gear (less noise and pollution)



Eco grazing and sustainability

A few weeks ago, our green space maintenance team expanded the family



Eco grazing and sustainability

Waste sorting & composting

On the site we have sorting bins, used battery collectors and numerous composters for organic waste.

To encourage fauna and flora, we have installed several dozen insect hotels and we have grown a wild meadow which attracts insects and also partridges.



Eco grazing and sustainability

With the extension of the parking we have created a garden area where drivers can grow flowers or vegetables.

To avoid the carbon impact linked to the collection of the organic waste of the truck parking, we use it as compost directly on our site.



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

- Customer satisfaction is at the core of our development strategy
- When Delta Park opened in 2019 we had no experience in the management of a truck center but we learned a lot by talking to the drivers, reading their online reviews, surveying them, etc.
- The voice of our customers was of primary importance when we had to decide the services to add during the extension of the parking.

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

We display the most important information in several languages or in the form of pictograms that drivers understand more quickly



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

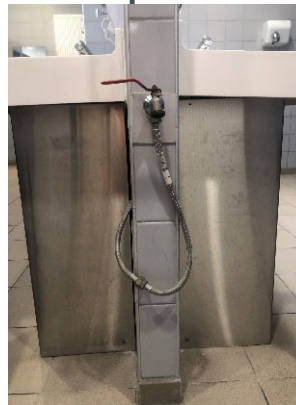
Based on the feedback we got, we have implemented the following measures :

- A kitchen where drivers can cook
- An office where they can send emails to customers
- More sanitary facilities for women : we now have 4 showers and 4 toilets for women drivers
- 2 additional sanitary blocks with sinks and hot water for washing dishes
- 5 water taps
- 5 specific spaces are always reserved for women drivers next to the security post: this is to prevent female drivers to walk through the car park alone at night
- The parking is fully accessible for disabled people

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

For the well-being of drivers, we have installed 2 sanitary blocks equipped with sinks with hot water for washing dishes and taps for water needs. There is one in the middle of the truck parking and another at the end.

In total, there are 5 drinking water taps accessible to drivers 24/7



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

In the men's and women's toilets, we have installed hair dryers and magnifying mirrors.

In case of heavy downpours, if drivers wish, they can also borrow an umbrella to return to their truck.



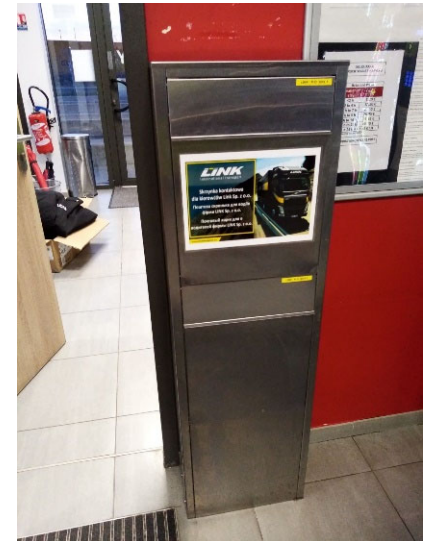
Special facilitation measures for drivers, including young and female-drivers

If the kitchen is busy, we have installed 2 additional ovens and 2 microwaves in the snack room.

So that drivers can recharge any electrical device safely, we have installed secure electrical lockers free of charge.

If they have a defective part, drivers have the option of purchasing it directly from our parts store.

We have also installed a postbox for one of our transport customers and every Monday we forward the mail

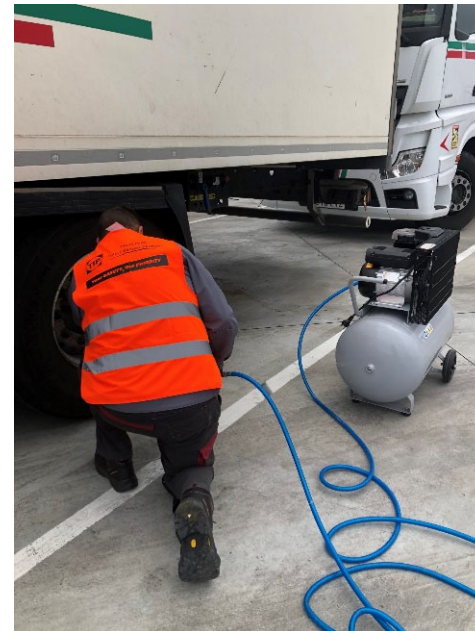


Special facilitation measures for drivers, including young and female-drivers

At the request of one of our transport clients who wants to store equipment for its trucks, we have provided a container free of charge, monitored 24/7.

We also allow our customers to leave the shuttle vans free of charge all week in the LV parking area of the truck secure parking.

Depending on the needs of the drivers, our maintenance agents can repressure the tires free of charge.



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

We do our best to retain our customers. Below we have rewarded Peter our 100,000th customers.

Our 150,000th customers was Dagmara, a women driver.



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

Every year we organize different events to chat and socialize with drivers



Customer satisfaction measuring policy, including by dedicated customer surveys

Customer satisfaction is measured through the rating and reviews given in the various platforms.

- Google : 4,6/5 out of 905 reviews
- Truckfly : 4,5/5 out of 24 reviews
- Truck Parking Europe : 4,66/5 out of 66 reviews

Nikolya ★★★★★

Очень хороший паркинг. Еда очень вкусная, персонал очень дружелюбный. Туалет чистый, душ, вайфай. Супер
Very good parking. The food is very tasty, the staff is very friendly. The toilet is clean, shower, wifi. Super.

Norbert ★★★★★

Brand new high level of security parking area. Wifi, shower included to the price.

Igor ★★★★★

Хороший паркинг, рядом магазин, город.
Good parking, near the shop, the city.

Arek ★★★★★

Bajka, drogi ale warto. Czyściutko w toaletach i pod prysznicem.
Magic, expensive but it's worth it. Cleanly in toilets and in the shower

Alexandru ★★★★★

Everything is new, clean and staff very attentive and available

Philippe ★★★★★

Très bon parking sécurisé, au calme et dans le respect de chacun, les gardes y veillent, personnel ouvert à toutes les infos, 5 grandes douches, toilettes, wifi machine à laver, idéal pour un chauffeur, et bon petit resto à l'entrée y reviendrai.
Very good secure parking, quiet and in the respect of everyone, the guards are there, staff open to all information, 5 large showers, toilets, wifi washing machine, ideal for a driver, and good little restaurant at the entrance, I will come back.

Increase in numbers of customers over a given period

	2019	2020	2021	2022	2023
	(1 semester)	146 spaces	146 spaces	146 spaces	213 spaces
Number of entries	14 000	38 000	45 000	46 000	58 000
Occupancy ratio	44 %	57 %	65%	66%	65%
Occupancy ratio on week-ends	68 %	80 %	90 %	95%	95 %

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

We work closely with many stakeholders who participate in the security and promotion of our parking lot.

First with the CEO of Delta 3 and his teams regarding the resolution of possible problems in the area.

Then with the Hénin Beaumont Police, with whom we carry out studies concerning crime and theft in the Dourges sector.

Also with the Ministerial Directorate of Transport which sends agents from time to time to carry out routine checks

And finally with the Dourges Town Hall and the Fire Department for regulatory inspections on our site



See you soon in Delta Park