

Quality Policy Statement

Best in Parking AG is a leading developer, owner and operator of parking and mobility infrastructure in Central and Southeastern Europe. Through our integrated 360° solutions, we meet the many requirements of municipalities, stakeholders, and parking customers, within the on-street and off-street parking sector. With strong focus in enhancing customer experience, the company is committed to continuous improvement of its performance, quality of service and facility standards. These elements are crucial in a highly complex market such as the services sector.

Senior Management of the company promotes the identification of all necessary measures to ensure correct execution of work, documentation of all applicable operational procedures and instructions, and compliance with all relevant laws concerning business activities. Therefore, Best in Parking AG is committed to acting in full compliance with legal requirements and other applicable obligations, implementing and maintaining a corporate Quality Management System in accordance with the ISO 9001:2015 standard, improving know-how of its employees through continuous training and development programmes, communicating its commitment to all interested parties, providing an excellent service, and constantly ensuring customer satisfaction and that of other interested parties.

The goals include analysing customer complaints, measuring customer satisfaction levels, assessing all risks related to business processes, prioritizing preventive actions and internal investigations to eliminate or reduce the likelihood of non-conformities, reviewing context factors and the needs of interested parties, identifying and assessing system risks and opportunities, and using, where economically feasible, the best available technologies to prevent, reduce, or mitigate risks, optimizing relevant processes.

This Policy is set by the Management Board and implemented across Best in Parking AG parking operations, through rules, procedures and guidance. The Group Management Board sets the policy and direction, with the regions responsible for the day-to day implementation of their detailed plans and for meeting their compliance obligations. It is reviewed and approved annually, or more frequently if appropriate.

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Johann Breiteneder eh
CEO Best in Parking AG