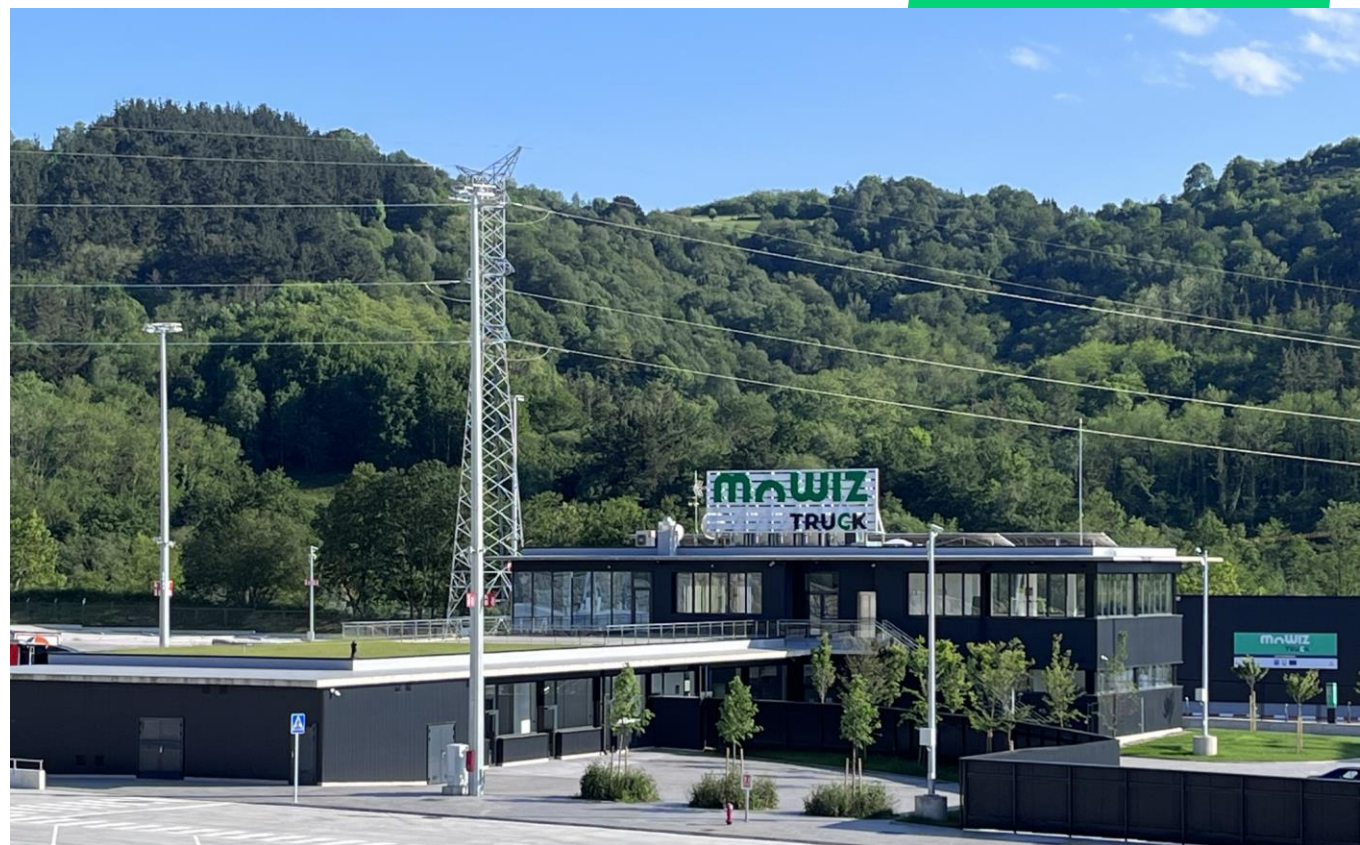




# mowiz TRUCK Astigarraga Green Truck Parking Award



## — 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.

We are proud to submit our candidacy for the Green Parking Award 2025, with the ambition to establish ourselves as the benchmark for sustainable truck parking. Our philosophy is rooted in continuous improvement, a strong commitment to sustainability, and excellence in delivering services that meet the highest quality standards. mowiz TRUCK Astigarraga has managed to create a space that not only benefits carriers, but also promotes the social, economic and environmental.



— Why we deserve it?

**01**

Comfort & Health

**02**

Mobility  
& Connectivity

**03**

Environmental  
Friendliness

**04**

Service Quality  
& Customer  
Satisfaction

**05**

Green Parking  
Management



Category 1:  
Comfort & Health  
in mowiz TRUCK  
Astigarraga



## — 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 7am 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 seasonal products from **local suppliers and producers to reduce the carbon footprint** caused by road travel and also boosting local economy.

## — 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, 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, **vegetarian and vegan meal options**, adapted to any type of allergies or intolerances.

We also offer the possibility of ordering the dish of the day at special prices, which vary according to availability.



— Food available 24/7 at or near the site

**mowiz**  
TRUCK 

**МЕНЮ TRUCKER**

Обирайте свій улюблений бургер + гарнір + напій за 11,35€.




**ГАМБУРГЕР НА ВИБІР**


- ЧІЗБУРГЕР  
ЯЛОВИЧИНА ТА СИР
- КЛАСІКБУРГЕР  
ЯЛОВИЧИНА, СИР, ЛИСТЯ САЛАТУ І ПОМІДОР


**ЗАСТЕРЕЖЕННЯ**

- СМАЖЕНА КАРТОПЛЯ
- САЛАТИ

\*НАПІЙ ВКЛЮЧЕНО

-  ВЕЧЕРЯ > 15€ + ПАРКОВКА БЕЗКОШТОВНИЙ Сніданок
-  МЕНЮ НА ДЕНЬ 18,80€
-  МЕНЮ БАРБЕКЮ МЕНЮ НА ВИХІДНІ
-  -25% TRUCKER



**mowiz**  
TRUCK 

**MENÚ TRUCKER**

Elige tu hamburguesa favorita + guarnición + bebida por 11,35€.





**HAMBURGUESA A ELEGIR**


- CHEESEBURGER  
Carne de ternera y queso.
- CLASSICBURGER  
Carne de ternera, lechuga, queso y tomate.


**GUARNICIÓN**

- PATATAS FRITAS
- ENSALADA

\*BEBIDA INCLUIDA

-  CENA > 15€ + PARKING DESAYUNO GRATIS
-  MENÚ DEL DÍA 18,80€
-  MENÚ BBQ DOMINGOS Y FESTIVOS
-  -25% TRUCKER



**mowiz**  
TRUCK 

**TRUCKER MENU**

Choose your favourite burger + side + drink for 11,35€.





**CHOOSE YOUR BURGER**


- CHEESEBURGER  
Beef and cheese.
- CLASSICBURGER  
Beef, lettuce, cheese and tomato.

**SIDE DISH**

- PATATAS FRITAS
- ENSALADA

\*DRINK INCLUDED

-  DINNER > 15€ + PARKING FREE BREAKFAST
-  MENU OF THE DAY 18,80€
-  BBQ MENU ON WEEKENDS
-  -25% TRUCKER



Example of menu in different languages

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

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.



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.



## — 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, fresh products, fruits, vegetables and greens, ... at standard supermarket prices.

We try to make sustainable efforts by purchasing seasonal products **from local suppliers and producers to reduce the carbon footprint** caused by road travel and also boosting local economy.

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 24x7x365**. It has:

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

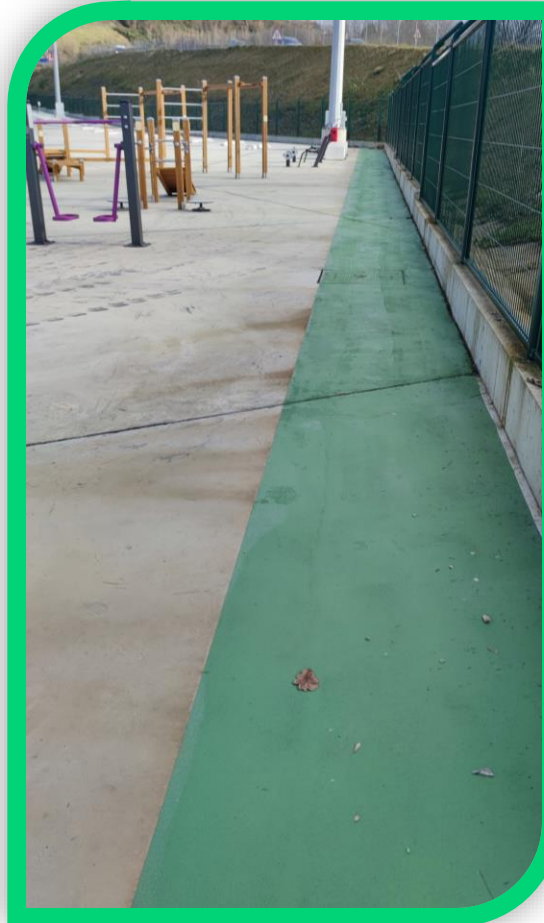
In addition to the training elements, our clients have a space available for them to do their own exercises or stretches, which we also recommend through social networks by specialists or exercises' tables available.

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



## — Fitness and leisure facilities at or near site

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



## — Modern Rest Areas:

Comfortable and well-equipped spaces have been **created so that drivers can rest and recover their strength**, improving their well-being and productivity.

We have several televisions with international sports channels included.

Within the rest area, there is a work area, next to the vending machines, where drivers can charge their mobile phone, computer or any other mobile device or sit comfortably to carry out any type of procedure or read their email.

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

We also have an **outdoor picnic area, where on sunny days our customers** can sit down to eat or have a drink with a wonderful view of the mountains.



## — 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.



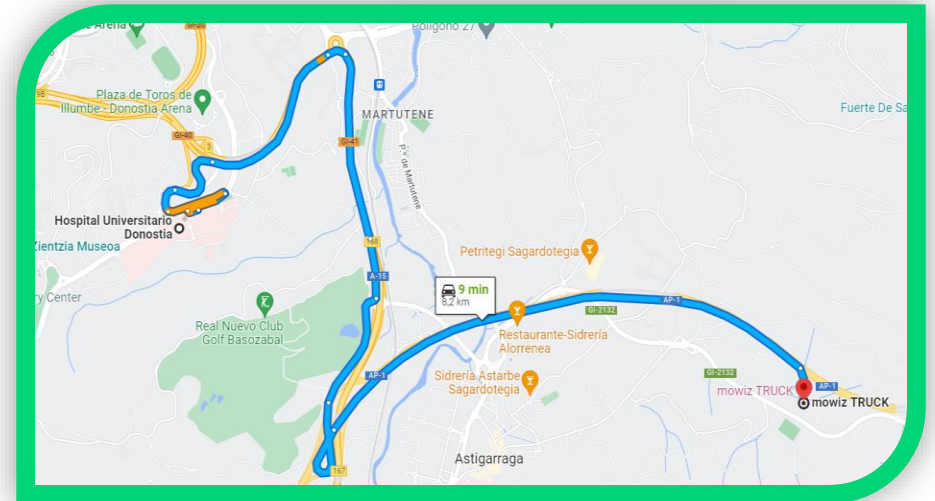
## — Medical assistance and pharmacy onsite or nearby

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.

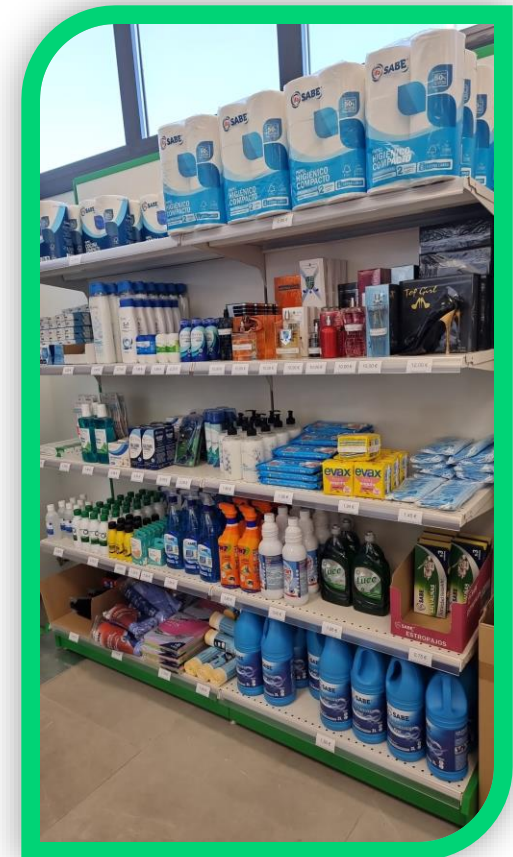
We have **defibrillators** available in case of emergency. A great part of our team has received first-aid training and is trained to attend to any type of emergency in the truck park.



## — Medical assistance and/or pharmacy onsite or nearby

As referred, our supermarket has a small para-pharmacy section where you can find 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.

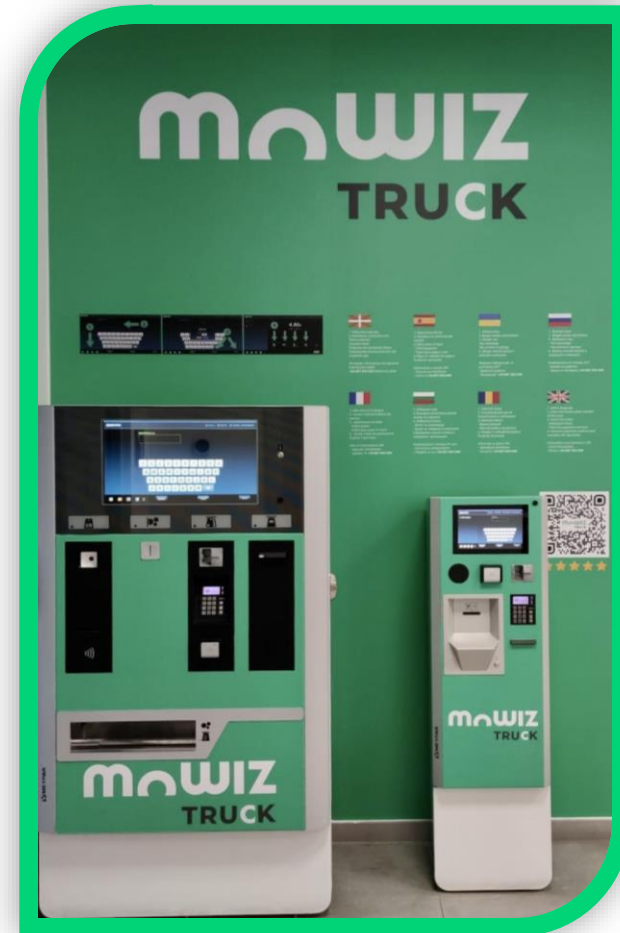


## — Multilingual service options

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

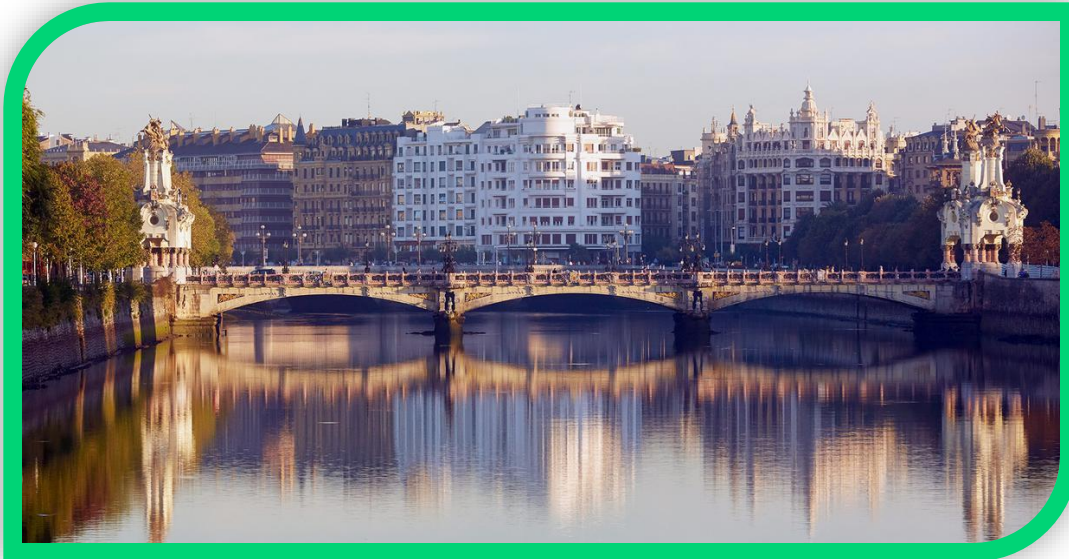
All instructions for using services, information, payment methods, etc. Are translated into several languages.

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



— Other:

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:

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



## 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
- HVO available
- Professional cards accepted: STAR RESSA, AS24, DKV, Eurotraffic

Open: 24 hours



### Repsol petrol station:

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

Open: 24 hours

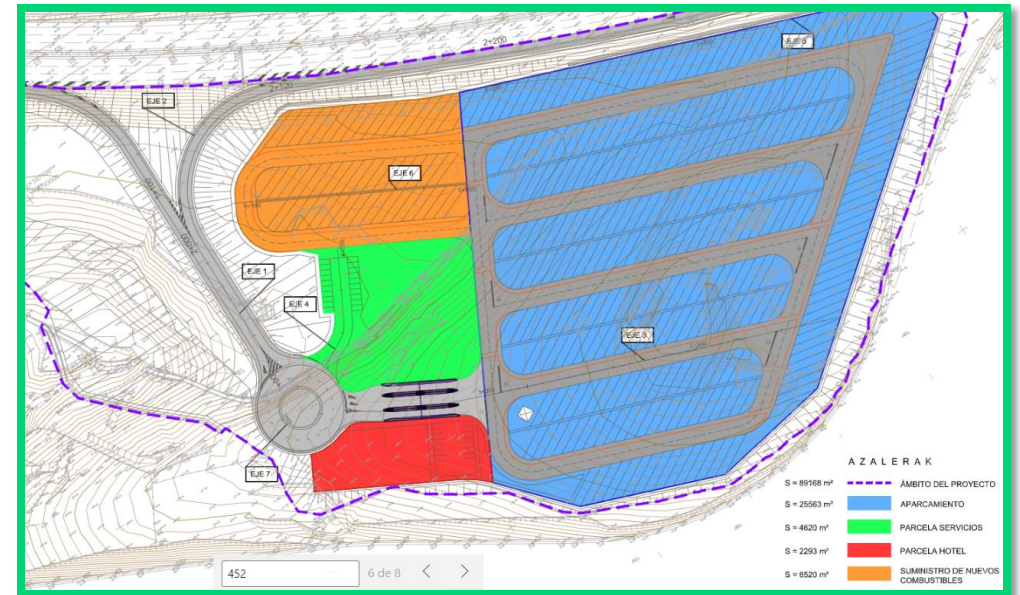


## Alternative truck charging/filling station (LNG/Electricity&/Hydrogen) onsite or nearby

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 in the map shown on the right.

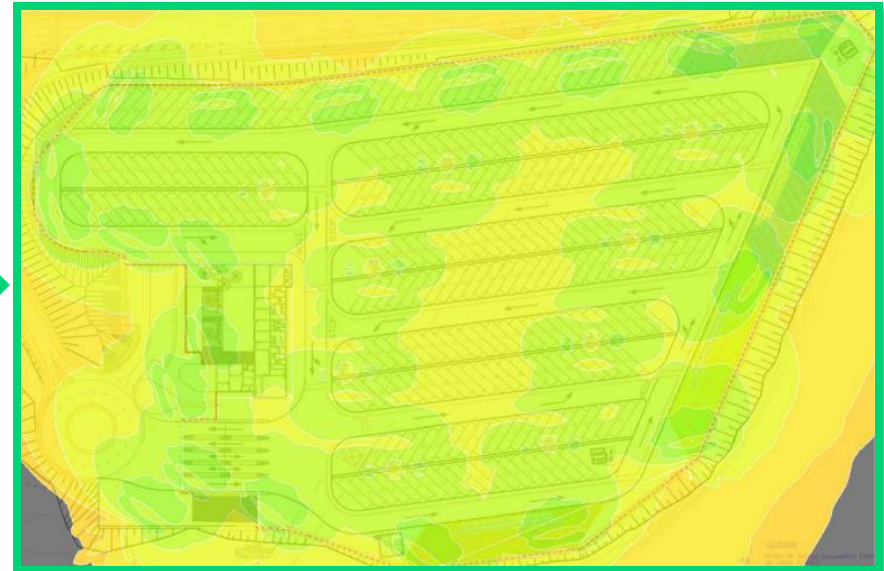
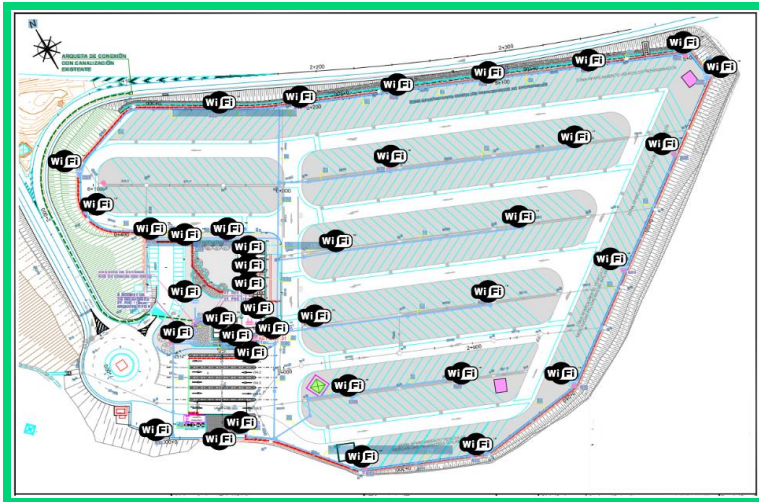


## — A reliable and stable Wi-Fi connection for customers

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 OBEs** (Telepass, UTA, Axxès, STARRESSA)
- **Professional cards:** AS24, UTA, DKV, STARRESSA
- Pay with **cash**
- Through our **APP** as a driver or under a postpaid fleet account.
- By **booking**. Either through the App or the website of mowiz TRUCK, TRAVIS,...

>95% of our payments are digital, reducing paper consumption.



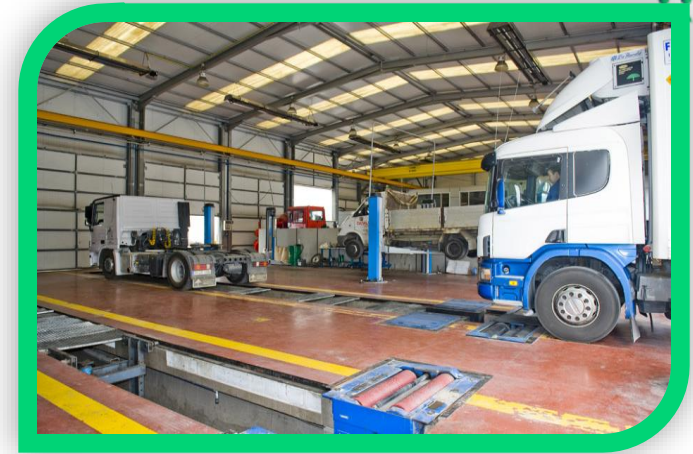
## — Truck maintenance:

We have at the disposal of our customers, basic specific products for trucks maintenance, repairman, and driver's 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 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.**

They all manage appropriately the waste generated in our, their facilities, especially the hazardous waste.



## — CCTV cameras covering the interior of the building

At mowiz TRUCK Astigarraga, the safety of trucks and its load is our top priority. Our facilities have an advanced **CCTV video surveillance system** that **works with AI 24 hours a day, 7 days a week**, guaranteeing constant surveillance by detecting any type of strange movement, person or object and sending an alert to the security central.

This system is **complemented by a perimeter fence and adequate lighting**, creating a safe environment with **24x7x365 on site security guard presence**.



## — Access control and license plate recognition system

mowiz TRUCK Astigarraga has a front and rear number plate recognition system, thus covering both the head and the load. In addition, a **recognition system** is incorporated to ensure that the same carrier who entered is the one who exits associated with that number plate.

We get special control of trailer uncoupling and do not allow cross docking without the proper authorization and CMR documentation control.

We have perimeter context cameras that capture images of the tractor and trailer from all angles as you enter and exit the truck park.

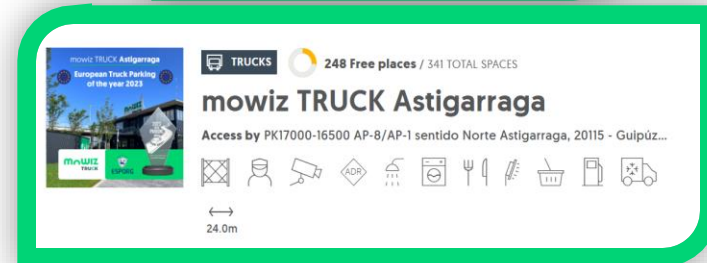
**We are developing a pilot with AI applied to the video streams** of these cameras to identify damage to trucks (cut tarps, hit trailers, problems with lights/indicators, etc.) in order to notify companies, mowiz TRUCK App customers of incidents that occur with their truck fleets.



## — 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.**

It is also possible to check the number of spots available in real time on our website – app.



## — Cash ATM:

The **cash ATMs in the parking area** provide truck drivers with a quick and secure solution for withdrawing cash during their breaks.

Strategically located within the rest area, these ATMs are **available 24x7x365**, ensuring convenience and accessibility for drivers on the road.

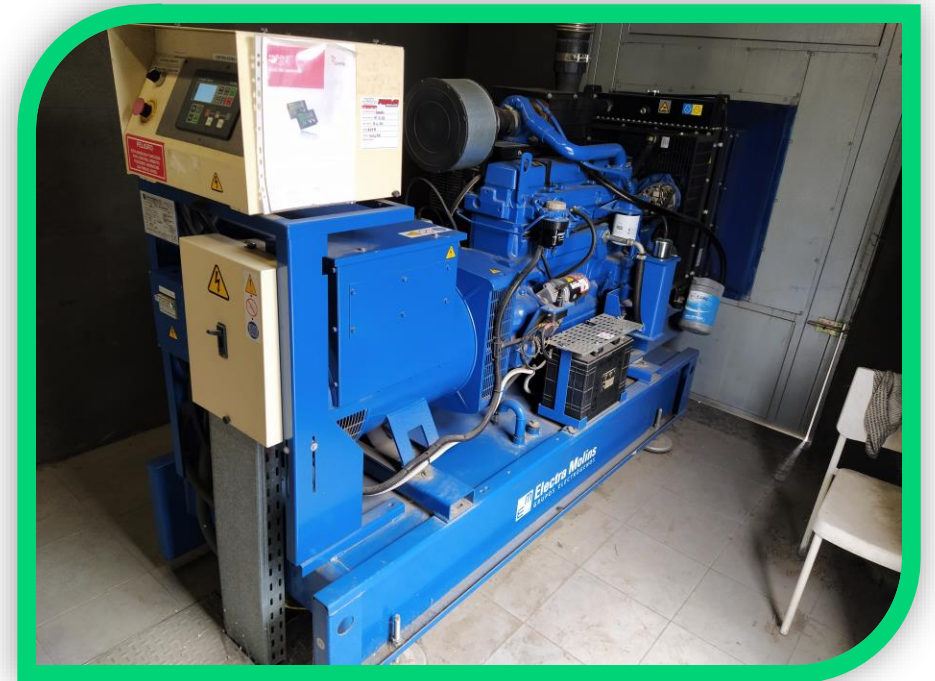


## — Other: emergency and failure contingency

The parking has a **complete emergency** and failure contingency system, with a 50 kVA battery SAI which allows to run the full facility for 5 hours stand-alone without power supply or **alternative energy supply**.

Furthermore, we have a 135 kW generator set which allows to run the facility without main power supply for several days.

From connectivity point of view, we have professional connectivity lines with 3 optical fibers and backup of 4G, which allows us to maintain Internet connectivity for critical and operational services at any time.



# Category 3: Environmental Friendliness



## — Electricity installation for truck cooling available on site

The truck park has specific spaces for **refrigerated trucks**, which can be reserved through the "mowiz TRUCK" app available in the App Store - Google Play, and/or on the [mowiztruck.com](http://mowiztruck.com) website.

On the one hand, as shown on 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 truck park has cables to lend to anyone who requests them) and are distributed as follows:

- 4 units for ultra-refrigerated trucks (power of 32A or 7kW).
- 12 units for refrigerated trucks (power of 16A or 3.5kW).

**This green spaces and the energy consumption** can be booked and saved in advance through the app or web and paid through digital payment methods.



## Truck wash at the site

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 70% 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.



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

## — 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 customers, 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.

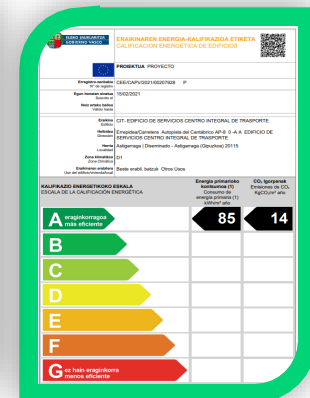
## — Alternative energy sourcing onsite (solar or wind energy, battery stored energy provision)

Supply of alternative energy on site (solar or wind, with batteries). **The building has 12 kW photovoltaic solar panels on the roof and a green roof.** This energy is used to illuminate and provide hot water to the entire truck fleet.

**The services' building has an A energy rating** thanks to its partially green roof design, construction materials, full LED lighting and implemented aerothermal heating/cooling systems. **Use of water tanks as energy storage batteries.**

Furthermore, we have implemented solutions for avoiding grid overload based on three-phase capacitor banks, together with UPSs and DHW tanks.

For the energy we do not generate on-site, we have a long-term green supply contract with Iberdrola, which guarantees us green energy supply.



## — Decontamination planning

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 150m<sup>3</sup>, where they will be stored until they are properly managed by a specialized decontamination companies.



— 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.



## — Complementary Services:

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 24x7x365**, totally free of charge and **exclusively available for parking customers**.



— 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 4:  
Service quality and  
customer satisfaction

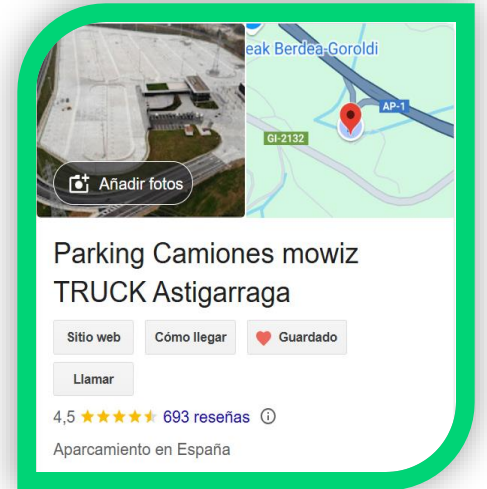


## — Reviews: We care about our customers' feedback

We work hard every day to offer the best services to our customers and the best experience in our truck parking. Everything we do has a user centric vision and aim.

Customer satisfaction is measured through ratings and reviews on Google. **We have received near 700 reviews acquiring a rating of 4.5**, which value our secure parking and the services we offer to truck drivers and their fleets.

But sometimes we fail, and we are not able to fulfill all demands from our clients. We accept all costumers' complaints and have dedicated procedures to deal with, both on-site and digitally, were we answer all reviews and incidents reported by email.



Sergio Valero



Everything about this place is perfect, other truck parks could learn from this. Their employees deserve 5 stars.

Мушаррим




The parking lot is big, there is plenty of space, 23:45, I went in, there is plenty of space, free wifi, separate fridge, separate ADR, just a big store, good prices, shower, bathroom, clean, outside also two bathrooms. Thank you very much.

Наталья



Great parking! Security met me at the entrance and escorted me to where to park (parking is divided into ref, adr, curtains, electric charging). The store has a sufficient selection, good prices. The guy at the bar/store speaks Russian. Clean and comfortable. Thank you!

A short horizontal green bar.

## 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 (28 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 whole parking.
- Special promotions (e.g. dinner + overnight = free breakfast) for all drivers.
- **12 electric units for refrigerated trucks and 4 for frozen 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 **7am 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 customers**.
- **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 (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 CMMS (Computerized Maintenance Management System) 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.

The screenshot shows the 'Gestión de Indicadores' (Indicator Management) section of the tcman application. It features a table with columns for Orden, Acción, Visible, Global, Descripción, Tipo de Indicador, Agrupado Por, Totalizando Por, and Conceptos Totalizado. The table lists various maintenance indicators such as 'Tiempos de Respuesta y resolución', 'Mantenimiento por Estado de OT's', and 'Preventive Compliance'. A sidebar on the left contains navigation icons for different system modules like 'Mantenimientos', 'Presupuestos', and 'Operarios'. The top of the interface includes a search bar and a 'Limpiar' button.

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

## — Clear instructions and signs 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 a translation application to always **support communication with international costumers** of other languages.

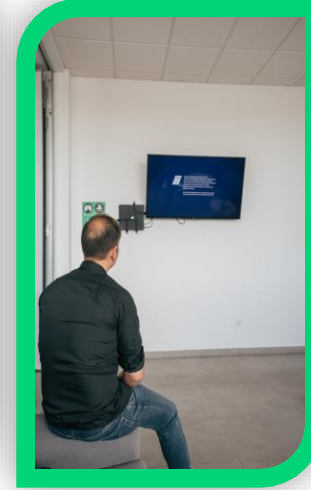




## Leisure activities

We organize darts tournaments, PlayStation **tournaments and events** on special dates like Eurovision Contest, San Juan Summer Solstice Night, Oktober Fest, Halloween, ...

Truck drivers also have a wide variety of sports channels and international channels available on the televisions in different languages.



Y como marca la tradición, una hoguera  
As tradition dictates, a bonfire



Ayer celebramos San Juan en Astigarraga  
Yesterday we celebrated San Juan at Astigarraga

## Local community solidarity actions

We use to manage solidarity activities in the truck parking:

- Collection of donations for those affected by the DANA in Valencia.
- Educational day with our local neighbor Egiluze Erreterria school, **within the week of sustainable mobility, to bring the world of trucks** closer to the little ones and sow the seeds of future truck drivers, with a talk by mowiz TRUCK staff with a visit to the facilities, seeing a truck inside and out, as well as a talk and a round of questions to the truck drivers.
- **Open day to welcome children with autism spectrum disorders (ASD).** People with ASD are usually very attracted to and drawn to trucks, their dimensions, colors, noises, maneuvers, ...; so, we teamed up with Gautena to organize a day in which more than **10 families from the area were able to access the facilities, ride in trucks and learn more about the place** where more than 300 trucks and truck drivers usually take their daily or weekly break.

**Recogida en mowizTRUCK Astigarraga**

AP8/API, sentido Francia, a 3km de la salida 19, a la altura de Perurena

- Ropa, mantas y toallas
- Alimentos no perecederos y leche
- Agua
- Productos de higiene
- Leche para bebés, pañales
- Cubos y palas
- Medicamentos

24 HOURS

**Bonita mañana entre camiones**

Organizado en colaboración con los responsables del aparcamiento de camiones Mowiz Truck y la asociación de transportistas de Gipuzkoa, Guipuzkoa, varias familias de Gautena pudieron visitar el Centro de Transporte de Astigarraga y ver los gigantes con ruedas de cerca.

Goiz ederra kamiio artean Mowiz Truck kamioen apartekaleko bisitaz bizi zuten. Gipuzkoako transportisten elkartarekin elkarlanean antolatuta, Gautenako hainbat familia Astigarragako Camion Gunean ibili eta bigailu erraldoiak bertatik ikusi ahal izan zituzten.

Gracias por hacernos sentir que todo va sobre ruedas.

Una iniciativa que nace de los responsables del aparcamiento

Los camiones suelen despertar el interés de muchas personas con TEA. Los responsables del aparcamiento son conscientes de ello, y por eso, han ofrecido a Gautena la posibilidad de realizar una visita para el disfrute de los más pequeños, y así lo hicimos.

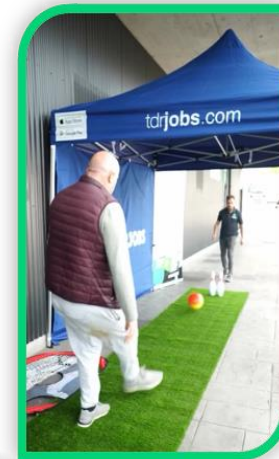
Los chicos y chicas pudieron ver de cerca los gigantes con ruedas y montar en uno de ellos. Incluso tuvieron la oportunidad de "conducir" uno de estos vehículos. Esto fue posible gracias a la generosidad de un conductor quien en su día de descanso nos dejó en su camioneta a la actividad para hacer de la visita un momento aún más memorable.

Solo queda agradecer la amabilidad y compromiso de los responsables del Centro de Transporte y Guirras. Esperamos poder continuar la colaboración con futuras actividades.



# Our customer strategy: Committed to diversity and inclusion in all our facilities

- ✓ Communications in **+8 languages** and customer service in more than 12 languages.
- ✓ Accessible facilities for people with **reduced mobility**.
- ✓ Specific facilities and **services for women**.
- ✓ Support actions for female-drivers inclusion and generational replacement, like March **8th World Women Day** action.
- ✓ Agreements to **promote the inclusion** of young people with Alpega and TDR Jobs.



## Customer strategy: action on social media

Our key efforts focus on the major concerns of our users: **security, cleanliness and loneliness, with special attention to their application in women, a group that is absolutely essential for the generational change and future in the sector.**

- Raffles - Tickets for the Spanish FIA Truck Grand Prix, trucker pack raffle.
- **World Food Day, aware of the importance of raising awareness about correct nutrition** and responsible management of agricultural resources to face the challenges of hunger and climate change, fruit was given to truck drivers, we handed out fruit in our **truck parks to encourage drivers to eat healthy foods.**
- Creation of stretching routines designed especially for people who spend a lot of time sitting and to improve their well-being.
- **Collaboration with GALA Driving Schools** that allows us to offer discounts to our clients and family members in obtaining a driving license and renewing the CAP.



## — Our customer strategy

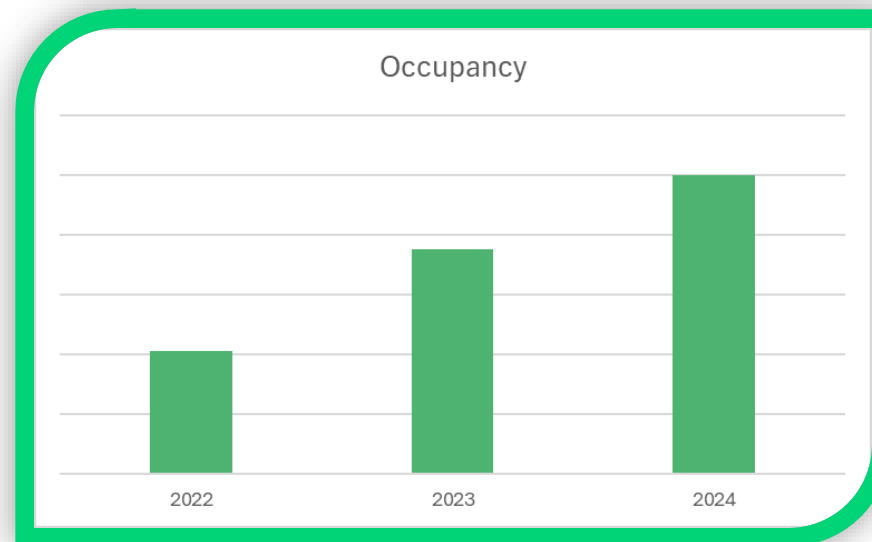
For business clients, we have an additional channel (Linkedin) where our content is much more corporate and sector-specific. It is the place where we share experiences, success stories, regulatory changes, strategic alliances, comparisons, market studies, presence at sector events and mowiz TRUCK agreements with third parties **that benefit our clients or our facilities.**



## — Increase in numbers of customers over a given period

mowiz TRUCK Astigarraga started its operations by the end of January 2022. Since then, we have growth a lot and we can confirm right now that we are already well-known all over Europe.

This has a direct impact on increase on number of costumers over the last 3 years, which have push us to full the parking several times a month right now. We still have a way to go, but we have already overpassed our accumulated user 500.000 since our launch.



Total year occupancy 2022 vs 2023 vs 2024

# Category 5: Green Parking Management



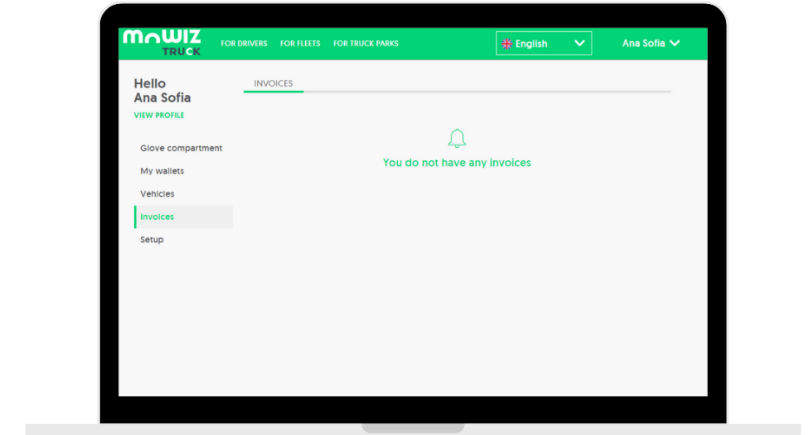
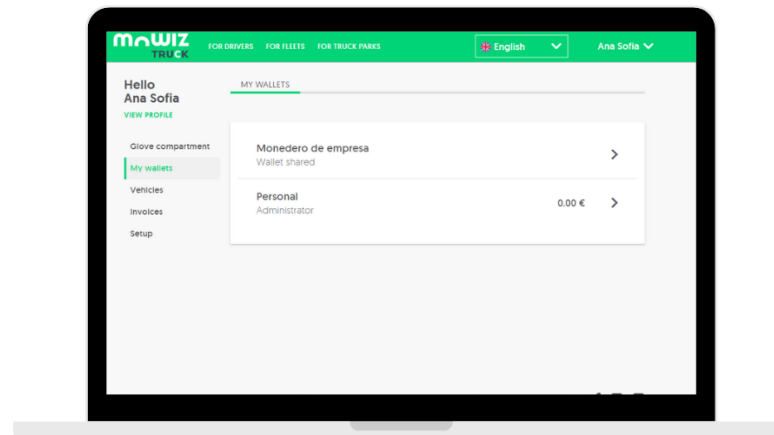
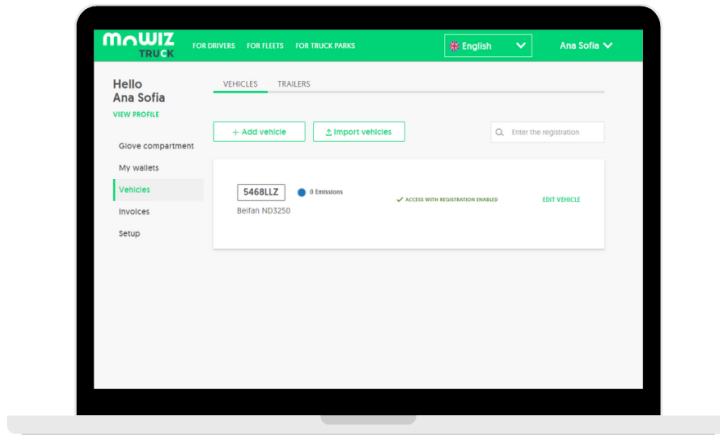
## — Location

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



## — A reliable system directly to the customer company

Through our App or website under a fleet account:



With our online booking system, companies will be the ones to directly manage the online bookings and payments of their drivers in our truck park. They will be able to configure as many license plates and trailer as they want, so that our license plate recognition system will allow the entry and exit of all registered vehicles of a company. They will not have to worry about paying for each truck, since at the end of each month a **unified digital invoice is issued with the corresponding total amount.**

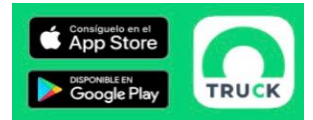
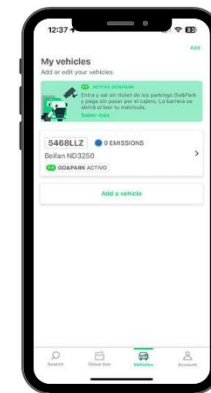
## — Online payments and digital invoicing

We have available 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.

**Online payments** and **digital invoicing** are supported through all the payment methods described on slide 24, with >95% of our payments are digital and associated with a digital invoice, reducing paper consumption.



## — QR Pedestrian Ticket for non-digitalized users

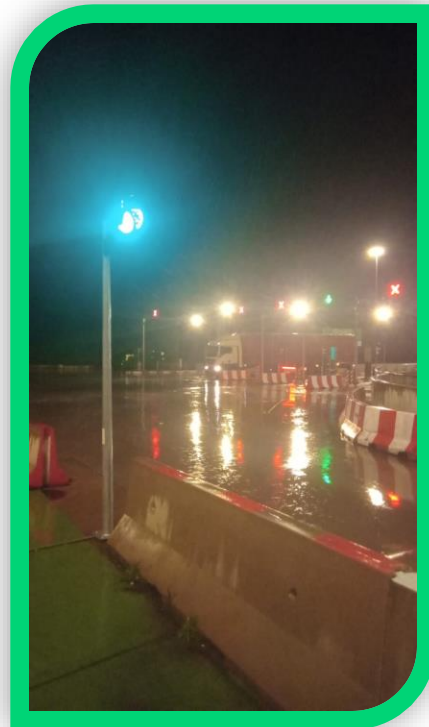
As an alternative to the previous procedure, for not so digitized users, every time a customer wants to leave the parking protected area by foot, they must go to the ATM (located inside the building) and get their pedestrian ticket, which will allow them to leave the parking facilities whenever they 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.



## — Operation manuals to improve green parking management,

Traffic lights and procedures have been installed inside the parking areas with two main objectives: first, to facilitate the flow of trucks entering and leaving, **reducing the noise and pollution**, and second, to facilitate (in rush hours) that trucks can easily circulate and not collapse the entrance.



## — Area by type of cargo and additional services offered

We have an area for coupling and uncoupling of **duo-trailers**, being able to transform a duotrailer into two trucks that are allowed to drive in France, and on the opposite way be able to couple a duotrailer from 2 trucks that come from France.

Specific spaces have been allocated for special length vehicles: car carriers, mega trailers and duo-trailers.

Specific spaces have been allocated also for **flammable ADR, non-flammable ADR, refrigerated trucks** plugged to **electrical plugging-in** or refrigerated trucks that will keep the fuel generator on, ...

We also count with specific spaces for trailers use on relays routes that are guarded until the cross-dock of the trucks and trailers can be done or over the inefficiencies already exist on this **logistic alternative**, for which we can even provide further services, like trailer maintenance inspection services, ...



## — Training for facility staff

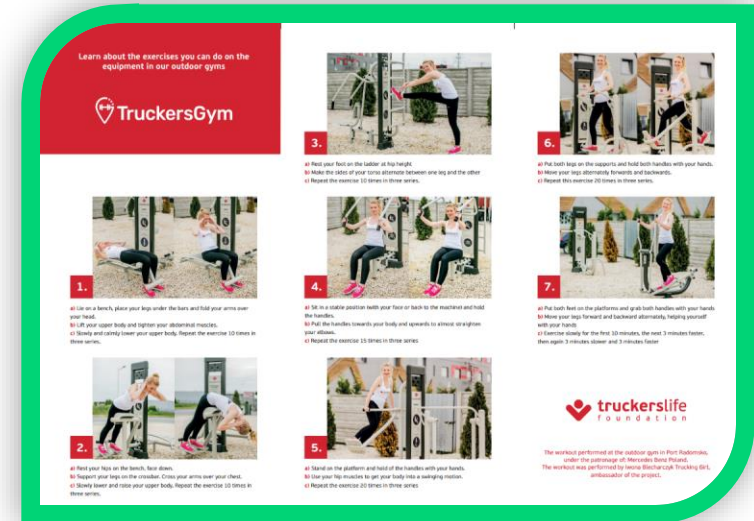
Training on different capacities are usually made to the facility personnel, from alimentary manipulation to occupational risk prevention or energy efficiency operations, and even firefighting capacities. We manage a complete training with firefighters for the parking staff who gave us fire and emergency extinguishing capacities, with real practices with real fire inside a truck.



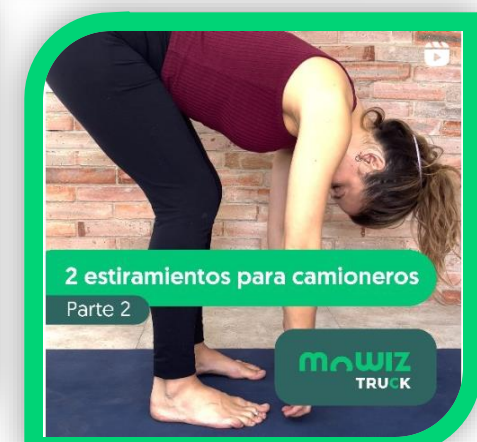
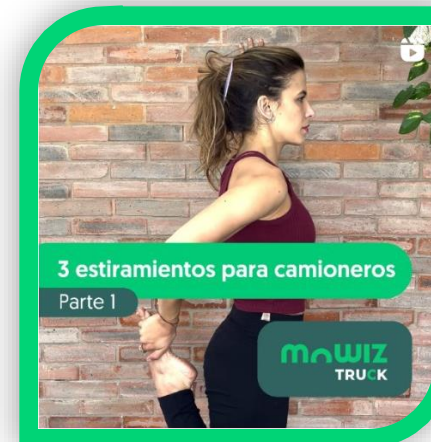
## On-site user education

For our parking users, in **collaboration with the Truckers Life Foundation**, we have exercise guides' tables.

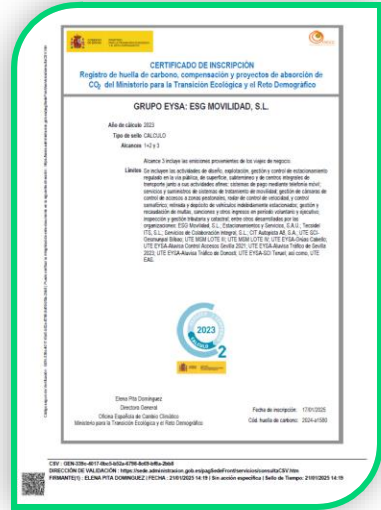
These are signposted inside the gym area, and you can find flyers with all the information in the rest area.



When driving for long periods of time, the body can respond with muscle cramps, strains, and back pain. In collaboration with @boticariayoga, we prepare these stretches and exercises for truck drivers that they can do in our gyms.



# Quality and Environment Certificates



Carbon footprint verified and registered by Spanish MITECO Ministry



We compensate our carbon footprint.

CIT AUTOPISTA A8, S.A.  
Mowiz Truck Astigarraga: Autopista, AP8/AP1, Km. 17, Bajo 1, 20115 Astigarraga, Gipuzkoa  
Aparcamiento seguro para camiones.

CIT AUTOPISTA A8, S.A.  
Mowiz Truck Astigarraga: Autopista, AP8/AP1, Km. 17, Bajo 1, 20115 Astigarraga, Gipuzkoa  
Aparcamiento seguro para camiones.



Our parking has ISO 9001 Quality Certification.



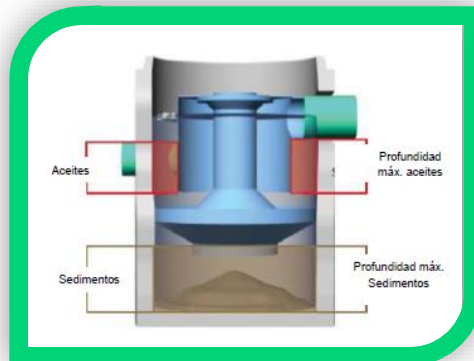
The parking is ISO-14001 Certified, the international standard that specifies requirements for an effective environmental management system (EMS)

## — Reduction of use of water and its re-use

On the facilities we have implemented separate 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**.

Further recycling water systems from truck wash are described previously on slide 33.



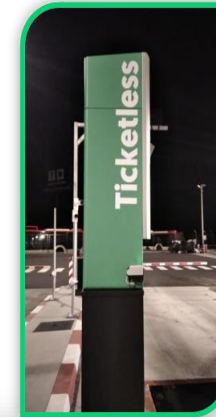
## — Ticketless and keyless

The digitization of processes makes us a “**ticketless**” company, with the aim of making our contribution to the environment. Therefore, we try to reduce paper consumption to the minimum. For this reason, all accesses 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**.

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>

## — Separative waste management

We have defined on site policies and procedures for both **own-waste management** and visitor's waste management. We provide our customers with containers distributed all over the facility to facilitate the **separate management** of waste and its **recycling**.

In the facility we have separating glass, plastics and paper collection waste containers distributed on different strategic points, while we have specific oils, batteries and contaminated products' containers on the internal private facilities for our staff.

**We are committed to caring for the environment.**



## — Paper and cardboard waste management

**Reduce, reuse and recycle**, at mowiz TRUCK we know it, we are clear about it, and we make it available to all professionals and customer transport companies in order to **promote a cleaner and more sustainable future in our sector**.

As we are a big cardboard generator due to restaurant and supermarket activities, we have implemented on-site a dedicated paper and **cardboard recycling system** so as to recycle what we cannot reuse or reduce from our operations

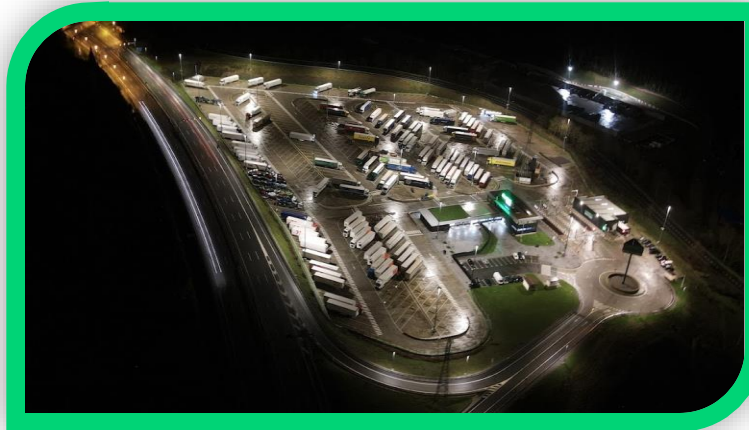


## — LED's lights in all facilities, motion lights in common areas,...

To mitigate energy consumption and mitigate emissions we have implemented the whole parking surface with **LED lights** throughout the whole facility. The same for all interior light in the buildings.

Motion reinforcement lights in common pedestrian areas are implemented and they turn on as you walk-by.

Furthermore, parking lot lighting has been designed to reduce recreational pollution in the surrounding area by lights directed towards the ground for **reducing light contamination**.



The green parking spaces provided with truck cooling systems described at slide 32 and the energy consumption can be booked and saved in advance through the app or web and paid through digital payment methods.

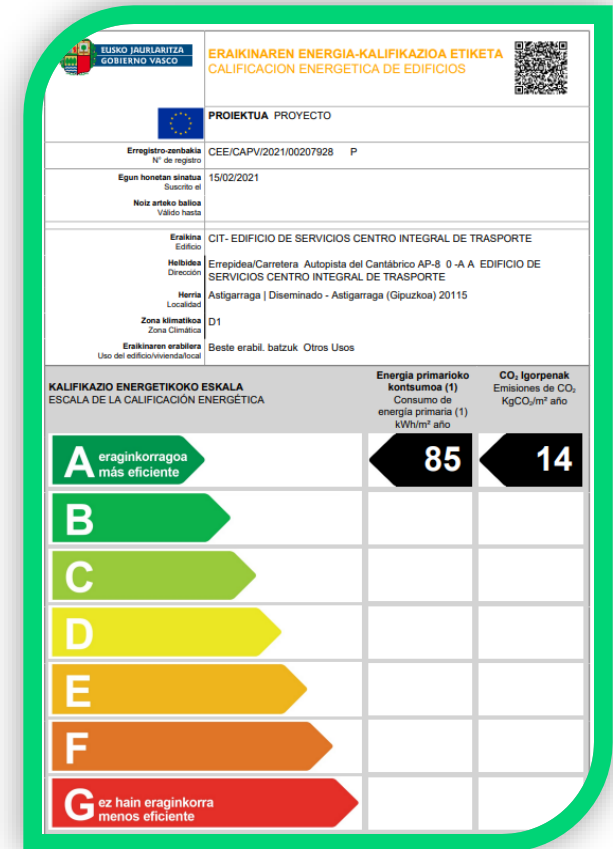
## — Use of alternative energy sources

As described on slide 35, our **facilities** are certified as **A energy rating** thanks to:

- 12 kW **solar panels** generation capacity on the roof.
- **Green roof** design.
- Full **LED** lighting.
- **Aero-thermic heating/cooling** systems.
- The use of water tanks as **energy storage batteries**.

Furthermore, we have implemented solutions for **avoiding grid overload** based on three-phase capacitor banks, together with UPSs and DHW tanks.

For the energy we do not generate on-site, we have a long-term green supply contract with Iberdrola, which guarantees us the **purchase of renewable energy supply**.



## — Reduction of acoustic contamination

The parking is located on the highway, so we are not very close to any residential development. Even though we have implemented both solutions on design and on **operations to reduce the acoustic contamination** to/from the vicinity areas.

Acoustic barriers were built to reduce noise pollution. We seek to mitigate the noise coming from the parking lot, so as not to affect the vicinity areas and at the same time to eliminate the noise coming from the road so that our truck drivers can rest better.

Furthermore, parking rules related with driving directions and limited speed have been implemented and are **signaled both horizontal and vertical signaling all over the parking facilities.**



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

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.

## — Use of local suppliers

Impact on local community has been important in a positive way as we have supported:

- **Job creation:** The operation of the parking lot has created direct and indirect local jobs, from security personnel, to administration staff, passing by maintenance services with local suppliers.
- Consume from **local suppliers** that help us reduce the transportation carbon footprint of parking supplies, with examples like:
  - Igartza Food Servic: comprehensive supplier of kitchen products for the hospitality industry.
  - Honyaldi: supplier of food and sweets products.
  - Cárnicas Aberé: specialist supplier of native cow chops and sirloin.



# mowiz TRUCK

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

Astigarraga SSTPA: <https://youtu.be/uldNXhPMvII>

@mowiztruck

