Overview

International Business

Operations in the following

countries:

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1. Executive Summary

Secure Parking was established in Australia in 1979. The company is one of the largest parking operators **worldwide**, currently operates over 1 Million Parking Spaces in over 12 Countries around the world with 1,500 car parks within various type of industries such as Airports, Shopping Malls, Hotels, Hospitals, Commercial & Financial Centers etc., employing in excess of 22,000 Staff, with operations in Australia, Indonesia, Malaysia, Singapore, China, India, New Zealand, United Kingdom, Lebanon, UAE and KSA.

In the Middle East, Secure Parking started operations in 1997 where we employ over 500 staff.

SP portfolio of services includes:

- ✓ Car Park management consultancy services
- ✓ Overall Car Park management and operation
- ✓ Valet Parking Services
- ✓ Car Wash
- ✓ Car park engineering and construction solutions
- ✓ Latest car park technology solutions
- ✓ Installation and maintenance of access control equipment and effective signage
- ✓ On-Street parking installation and operation.

Secure Parking has established operation in KSA early 2020, where we have been very active in providing operation and management services for many prestigious projects including Hilton Riyadh Hotel and Residences carpark, Diriyah Samhan car park and Bujairi car park with Diriyah as well, etc..

In addition, we have been involved in many major consultancy services in UAE, Lebanon and Saudi Arabia providing key advisory roles and covering tasks such as; parking demand, design review, parking strategy, design of the parking management system, signage and way finding design, and general traffic improvement plan.

Our consultancy services are fundamental for the successful operation of the project, whereby our valuable recommendations will save time and money, and ensure that the car park is convenient, efficient and safe for all users.

We have been also involved in providing guidelines for the setup of the DIFC – Dubai International Finance Center car parks, and we managed and operated all DIFC car parks for 10 years.

Why Secure Parking

- **An International Leader** in the Parking Industry since more than 45 years with presence in more than twelve countries around the world. This wide international experience will be of a great benefit to the Car Park Consultancy Services.
- Intensive experience in operating **Car Parks** in the Middle East and around the world and understanding the needs of the customers.
- **Strong and full presence in the Middle East since 1997** employing more than 400 dedicated and long serving staff, assuming all various required services and disciplines with an in depth site understanding.
- Involved in providing consultancy services **for many projects in the Middle East and KSA.**
- **Great knowledge of car park strategy design and set-up** through the achievement of many **consulting services in UAE, KSA, Lebanon and India.**
- **Bringing the Latest Technology** and enhancing efficiency of the Parking design through the most sophisticated automation.
- **Highly qualified Technical Team** from Lebanon, UAE and India assisting in the parking designs, parking management systems, Signage & Way-finding.
- Continuously participating in **technology conferences** internationally and in the Middle East.
- Reporting **Integrity and transparency** with a strict audit and cash control procedures.

Secure Parking: Systems for Success

At Secure Parking, we are passionate about unlocking the true potential of your car park facility. Our reputation is based on the continuous growth of our commitment to adopt the highest standards in the industry and the sincere dedication of our staff towards implementing them.

We are developing Customized Parking Models through the comprehensive range of consultancy services, covering every aspect of the car park business and forming the basis for the future successful car park management.

Our core business has always been Management and Operation of the car park facilities with the single aim to deliver a better car park experience to the customer and to maximize the potential of the car park facility to the owner.

Secure Parking approach has always been entrepreneurial and is based on the understanding that no two car parks have the same requirements. As a result, we develop a series of unique and flexible systems and operating strategies, forming a solid foundation for our activities.

After a thorough analysis of the individual requirements of each car park, we adapt these systems so that we are able to implement a specific solution and come up with a tailor made plan which suits your facility the best.

Our Systems for Success include:

- ✓ Management and Operational Excellence to provide every single visitor of the car park with exceptional Customer Services and increase the value of your asset;
- ✓ Well Trained Human Resources and constant investing into our profile;
- ✓ Utilizing the Latest Technology in Parking Systems to provide higher efficiency and faster allocation of parking spaces, better planning and higher turnover;
- ✓ Leading car park audit techniques to guarantee the outstanding customer satisfaction;
- ✓ Enterprise Accounting assuring that the owners and facility management are being delivered tailored and transparent reporting;
- ✓ Tailor-Made Marketing plan for each customer, embracing the latest technology and ecommerce.

CUSTOMER SERVICE

Our company philosophy with the customer experience.

Secure Parking prides our business on the importance of well-trained, polite, and efficient staff coupled with dynamic technology to ensure both market penetration and marketing efficiencies are achieved while customer satisfaction is maximized. Secure Parking places a high emphasis on the importance of customer service and has gone to great lengths to ensure we maintain the highest standards in this field by providing that all staff are trained to the highest standard and are well presented.

At Secure Parking, it's our passion to serve customers and help them begin their journey as efficiently as possible, whether they are entering or exiting the Garage. Secure Parking Staff will always be:

- Fast: Be quick to respond
- Efficient: Provide the right solution first time
- Courteous: Be polite, friendly and communicate clearly
- Professional: Ensure you know your Garages products and the airport clientele
- At all times: Every Time, Every Day, Without Fail, NO EXCEPTIONS.

2. International Parking Management Experience

Secure Parking proudly manages car parks for a number of owners including government and council authorities, large institutions, private developers and investors.

Our current portfolio of car parks covers shopping centers, entertainment venues, medical related facilities, office buildings and universities. As a direct result of the Management of these facilities, we have introduced a range of products and services to meet the needs of other stakeholders.

Shopping Mall Experience

Secure Parking is recognized with the quality mark for the highest level of services provided for Shopping malls worldwide and built long lasting successful partnership and continuous business in this segment.

Secure Parking has managed a variety of more than 60 significant shopping centers portfolios.

This Experience has served to further extend our understanding of the specific and unique needs of efficiently and effectively handling expansive shopping Centre car parks. Secure Parking has accumulated this experience through fostering dynamic relationships with shopping Centre management; an approach that has allowed us to garner an intricate understanding of individual shopping Centre needs, and tailor unique and effective car parking solutions.

A list of shopping centers car parks where Secure Parking has been involved worldwide includes:

Australia	Indonesia	Malaysia	Lebanon	UAE	UK	KSA
Woolworths, Neutral Bay Woolworths, Wollongong Berry Square Liverpool Plaza Wollongong Gateway Hurstville Supercentre Kogarah Town Centre Edgecliff Centre	Senayan Square Plaza Indonesia & EX Grand Indonesia · Margo City Square Senayan City Plaza Semanggi Lindeteves Trade Center Kelapa Gading Square Mangga Dua Square Sentra Kelapa Gading Mal Pondok Indah 1 & 2 Superblock Mangga Dua ITC Cempaka Mas BSD Junction ITC BSD Metropolis Town Square Malang Town Square Palladium Medan Cibubur Junction Mega Mall Pluit Town Square Cilandakya	Endah Parade Queen's Park UE3 Shopping Mall Amcorp Trade Centre Jaya Shopping Complex & Menara CSM Plaza GM	Dunes Center Hamra Square City Mall Kaslik Etoile Monte Cassino City Complex Jeita Country Club	Souk Madinat Jumeirah Citywalk by Meraas. Uptown Mirdiff World Trade Centre, Abu Dhabi	Westfield London	Panorama Mall Hayat Mall Bay LA Sun KAEC Al Khair Mall Amwaj Mall Diriyah Bujairi Car Park

Airport Experience

Secure Parking's Car Park Management and Operation expertise is fully deployed at providing a broad range of services at the following major Airports:

Australia	Indonesia	UAE	Others
Wellington Airport Hobart International Airport Sydney Airport Domestic Sydney Airport International Sydney Airport Long Term Melbourne Airport Brisbane Airport	Jakarta Airport	Abu Dhabi International Airport	Hamad International Airport - Doha Auckland International Airport

Through our Partner in USA, we have the expertise through the management and operation of more than 20 airport car parks namely:

- ✓ San Francisco International Airport
- ✓ Los Angeles International Airport
- ✓ Miami International Airport
- ✓ Detroit Metropolitan Wayne Country Airport
- ✓ George Bush Intercontinental Airport
- ✓ Washington Dulles International Airport

Hotel Experience

Our involvement into Hotel Business began 30 years ago and during this time we managed to build Successful long term business based on the philosophy that customer satisfaction is a true measure of customer service. We are providing Valet Parking Services for 5 Star Hotels, being our Special Clients, in 15 countries worldwide.
Understanding the role of Valet Parking in 5 Start Hotels as a part of the whole hotel experience and a part of Hotel Brand Image, conveying the core values of the Hotel, we deliver the high class level of customer satisfaction through management and operational excellence. We implement our system4success.

- ✓ Well Trained Human Resources and constant investing into our people;
- ✓ Utilizing the Latest Technology in Parking Systems to provide higher efficiency and reduced time of dropping off/ picking up
- ✓ Using the leading car park audit techniques to guarantee the outstanding customer satisfaction;
- ✓ Enterprise Accounting assuring the owners and management being delivered tailored and transparent reporting;
- ✓ High rank services; focus on appearance, efficiency, hygiene, health and safety;
- ✓ Our understanding of Sales and Marketing and the importance of Valet Parking services at Hotels.

We are proud to have worked with:

Australia	Indonesia	Malaysia	China	Lebanon	UAE	KSA
Sofitel Wentworth - Sydney	Hyatt Hotel	Klang Valley Eastin Hotel in Petaling Jaya	Shangiri – La Shangai	Movenpick Beirut	Raffles Hotel	Hilton Riyadh Hotel & Residences
Hilton – Sydney	Le Meridian Hotel	Holiday Villa Hotel & Suites - Subang	Hilton – Shangai	Hilton Metropolitan Palace Beirut	Four Points by Sheraton, Bur Dubai	
Amora Jamison – Sydney	Crown Hotel	Quality Hotel City Centre Kuala Lumpur	Grand Mercure Hotel	Le Royal	Four Points by Sheraton, Sheikh Zayed Road	Diriyah Samhan Car Park
Novotel – Brisbane	JW Marriot	Penang - Berjaya	Holiday Inn	Grand Hills	Dusit Thani, Dubai	
Grand Chancellor Hotel – Brisbane	Ritz Carlton	Penang - Georgetown	Express Shangri – la (Qingdao)	Hilton Habtoor Grand	Rosewood Hotel, Abu Dhabi	
Holiday Inn-Brisbane	Mercure Hotel	Sunway Hotel - Georgetown			Dusit Thani, Abu Dhabi	
Grand Mercure – Melbourne	Shangrila Hotel	Sunway Hotel - Sebereng Jaya			Royal Rose Hotel	
Medina Grand Apartments	Sultan Hotel				Habtoor City Hotels	
Melbourne Plaza Hotel - Adelaide	Le Grandeur				Four Seasons Hotel, Abu Dhabi	

Dubai

DIRIYAH
THE CITY OF EARTH
الدرعية
Samhan Parking مواقف سمحان

Hospital Experience

Secure Parking is recognized with the quality mark for the highest level of services provided for Hospitals worldwide and built a long lasting successful partnership and continuous business in this segment.

Australia	Indonesia	Malaysia	Lebanon	India	New Zealand
Brisbane Private Royal Brisbane Nepean Public Warringal Private	Siloam Gleneagles Karawaci Siloam Graha Medika Pantai Indah Kapuk Hospital Hospital Pondok Indah Hospital Sentosa International Hospital Bunda Hospital (maternity & children) Yogya International Hospital	Bungunan Am-Assurance and Sentosa Medical Centre Wisma Perintis Adventist Hospital PNG	Clemenceau Medical Centre (CMC) American University Hospital (AUH) Clinique Du Levant St. George Hospital St.Joseph Hopistal Ste. Therese Hospital Rafic Hariri University Hospital Nini Hospital	Fortis Hospital, Gurgaon Wockhardt Hospital, Mumbai Central	Quay Park Surgical Centre Auckland

Financial Center Experience

We have been managing many commercial and financial centers around the world, the main one was Dubai International Financial Center (DIFC) whereby we have started operation of all the car parks 13000 spaces in 2006 and we have operated for 10 years. We have implemented a professional system replying to a high level of customer service and also increasing revenue to DIFC.

Public Sector Experience

The public sector has increasingly found car park facilities to be a profitable asset, rather than a time consuming resource to manage. Secure Parking enhances the benefits of this resource to both the owner and the user. By outsourcing the management of car parks, the owner is able to focus on its core product/service while we maximize revenues, and the user enjoys the value added services that we provide.

A small sample of such car parks includes:

- ✓ City of Sydney Council
- ✓ Waverley Council
- ✓ Municipality of Tripoli
- ✓ University of Wollongong

Special Events Experience

Operating car parks at special events requires expertise in managing large traffic flows within short periods of time. Flexibility, organization and proven operational procedures are key to handling this type of situation efficiently.

Experience tells our service team that, like airport car parks, the first and last impression at events is the parking experience. We focus on rapid entry and exit procedures and trouble-free payment systems.

A small sample of such car parks includes:

- ✓ Sydney Olympic Park - Sydney 2000 Olympics, Royal Easter Show
- ✓ Melbourne Cricket Ground
- ✓ Optus Oval
- ✓ Melbourne Zoo

On-street Parking Experience

Our on-street operation includes projects with Municipalities in Malaysia, Lebanon, Australia and Dubai covering more than 20,000 spaces. Our On-street experience includes supply, installation, maintenance, wheel clamping, towing, issuing citations, online applications and cash collection.

Secure Parking's strengths are with a combination of strong knowledge of hardware technology and software technology. The availability of all these capabilities from a single source enables the Company to serve the needs of any size project, seeking to start, upgrade and reintegrate the Parking Systems.

State of Art Parkmeter Terminal from Cale- Sweden, Installed by Secure Parking on the streets of Tripoli, Lebanon.

Dubai Road and Traffic Authority (RTA) Successful Pilot Project.

Below is a list of SP major on-street projects

Australia	Malaysia	Middle East	UAE
Sydney Olympic Parks Wollongong university Coles Stores Car Parks Melbourne City Council Parramatta City council Total over 5,000 spaces	Ipoh City Council: 4,000 spaces Kanja: 2,000 spaces Kemaman: 1,500 spaces	Tripoli Municipality: over 1,000 spaces (Lebanon)	Dubai RTA

3. Parking Consultancy Experience

As parking specialists, we are using our 30 years of experience to provide Consultancy Services for projects before or during the construction stage which assist developers in the setup of their parking facilities.

We provide a full range of consultancy services which includes the following:

- Static Capacity / demand analysis
- Master Planning Design Guidelines
- Traffic Management Plan
- Signage and Way finding review
- Parking Management & Operational Guidelines
- Allocation of Areas
- Road Network; access & egress adequacy
- Internal Planning
- Circulation and Traffic Flow
- Access Control Equipment and Mode of Payment
- Parking Guidance Systems
- Introducing latest Technology in the parking operation.

The above services are fundamental for the successful operation of the car park where our valuable recommendations have saved our Clients' time and money, as well as making the car park more convenient and safe for all users.

Benefits of the Parking Consultancy Study

We will be working with the project team to provide a major advisory role for the car parks set up which include the following tasks:

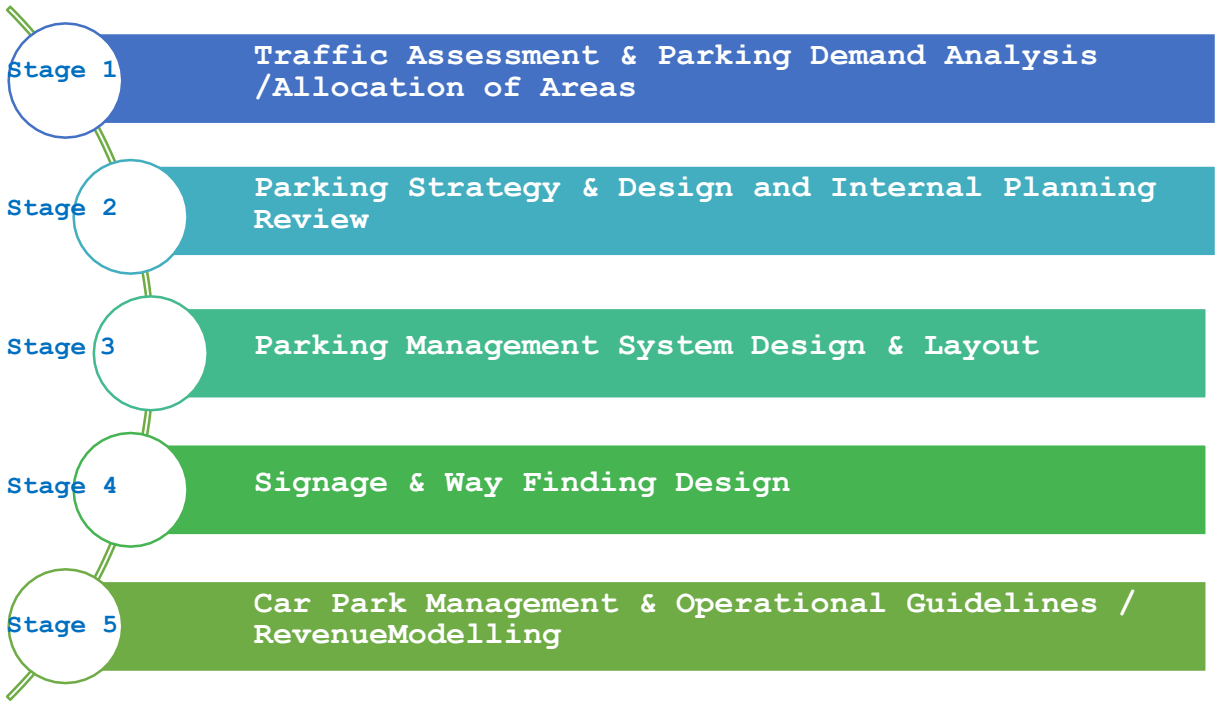
- Adequacy and efficiency of the entry and exit to and from the car park
- Demand and capacity analysis
- Design and internal planning review to ensure safe and convenient circulation
- Adequate allocation of areas for all type of users
- Maximizing and assessing the capacity of the car park
- Reliable parking management system with the introduction of the most appropriate new technology
- Review signage and wayfinding for easy access.

Consultancy Methodology

We will work on a fast mobilization of resources from our offices in Lebanon, UAE and India with intensive workshops. We will be developing the various tasks study and deliverables with close consultation with the project team.

3.1 Scope of Services

Secure Parking has developed the following methodology to address the operationalrequirements and design Development.



Secure Parking (SP) will assess the parking needs and develop the following methodology to address the parking consultancy scope of services.Once the data collation has been completed and initial consultation with The team and project consultants has occurred, the consultancy study will consistof review of the following:

1) Traffic Assessment & Parking Demand Analysis / Allocation of Areas

The Parking Space Demand Analysis takes into consideration the expected future demand for parking within The car park vs. the designed facilities shown in the layout and a variety of parking demand management strategies that could complement the construction of additional parking spaces to accommodate the anticipated future demand.

Under this task SP will review the following:

- Review and confirm the basis for parking demand capacity and its requirements
- Provide recommendations on the parking requirements from operational point ofview, considering expected occupancy levels.
- Review Car Park Layout and planning: including construction opportunities to maximize spaces
- Identify the special Tenant and user Requirements (i.e. management Staff, VIP guests and Staff)
- Allocate areas for all types of users i.e. Staff and Visitors
- Recommend the required parking bay sizes, car park layout allowances, considering the transport modal split, local vehicle types and statutory regulations.
- Review primary access routes within The car park and each access point to the parking area
- Undertake peak demand analysis
- Review public drop off / pick up point
- Provide Valet drop off / pick up point
- Provide Valet circulation and allocation
- Review Taxi drop off / pick up provision and location
- Review Taxi adequate waiting areas
- Review Traffic Management, Valet and other related services
- Finalize Parking Space Demand Analysis

2) Parking Strategy & Design and Internal Planning Review

The primary design objective for the car park is to design a high qualityfacility that is safe and easy to use and provides maximum convenience with minimal delay. The circulation system consisting of entries, exits, ramps and aisles is of paramount importance and should take the driver through the car parksystematically making navigation obvious and allowing full concentration on maneuvering.
Systems selection to reduce maintenance requirements and improve interoperabilityis also a key consideration.

SP proposes the following Task under the Parking Strategy and Design Review stage:

- Review adequacy of access and egress
- Planning for Efficient Traffic Flow across the carpark and review traffic studies.
- Review Internal circulation and traffic flow(bay/aisle capacity, ramps, intersections)

- Review special needs (motorcycle, bicycle, disabledparking, vehicle speed control, convex mirror and other parking safety needs)
- Maximizing Parking Bay optimization
- Car Park layout and planning: including constructionopportunities
- Pedestrian movement, crossing and walkways, Drop-offand Pick-up points
- Auto/Taxi/Bus Strategy
- Finalize Geometric Layout Review

3) Parking Management System Design & Layout

Today's car parks are being revolutionized by innovations in technology and equipment, making them more efficient, user- friendly and profitable than ever before. Car park operationsare therefore more sophisticated, giving owners the ability tooperate 24 hours, seven days per week without having to concierge staff the car park to service the needs of their customers.

Automatic payment machines and intercoms linked directly to a central control room have paved the way to streamlineoperations without impacting customer service. Customer service standards have increased due to these innovations.Help Points located throughout a car park ensure customersfeel safe and can alert the central control room, securityimmediately if they need assistance. Validation Proceduresfor customers/visitors.

Within the last few years, customers are benefiting from the introduction of License Plate Recognition System. These systems could identify the Car Plate Number and register the details for the car to be white listed for Entry. This also reduces the need for a security check-point, and contributes toa more sustainable parking facility. With more competition and advances in technology, this innovation continues to become more cost effective to install and maintain.

SP proposes the following Task under the Parking Management System design stage:

- Determine access control strategy for visitor accessing The Car Park.
- Provide features of the parking management system as well as type andspecifications of the equipment
- Develop access control equipment layout and location design
- Develop automated valet system.
- Provide BOQ for the Parking Management System
- Advise paid parking rate structure and validation procedures if required
- Integration of Security Systems (Parking Management Systems)
- Parking Guidance System
- Consult with The Management
- Finalize Parking Management System Design

4) Signage and Way finding Design

Often patrons find car parks confusing and navigation difficult. This carefulbalance is required when developing the signage requirements in a car park.
Too many signs may serve to increase confusion as will too few signs create asense of unease and frustration.

Signage and wayfinding should be easily understood and easily recognizable.
The main difference between signage and wayfinding is wayfinding gives specificdirection to drivers to finding the car park and the most convenient parking space that is available or where to find the exit.

It is critical that this serves the function of directing patrons to the most appropriate parking area for their purpose, such as long stay or short stay parking or in connection with a specific destination within the property such asa cinema or restaurant.

Signage encompasses all messages that need to be conveyed to customers including statutory signage to specific user information such as the opening and closing times of the car park or where to find the lift.

Below is the list of task that we propose under Signage and Wayfinding Design Review:

- Review external and internal existing signage design.
- Develop strategy static and Variable Messaging System.
- Review application of parking guidance system
- Determine signage illumination, language requirements, etc.
- Finalize Signage and way finding design review

5) Car Park Management & Operational Guidelines / Revenue Modelling

SP will prepare Operational Guidelines for different type of users accessing TheCar Park. This would include Developing Parking Solution for visitors and staff, Develop Parking Guidelines, Regulations depending on the type of users, Enforcement Plan, Monitoring & Reporting etc.

- Develop parking plan guidelines and protocols for the various types ofusers accessing the car park
- Develop Validation Policies and Systems for Visitors
- Develop Daily / Weekly / Monthly Revenue and reporting formats.
- Develop visitor paid parking operational plan
- Develop Operation Plan which would include:
- General Principle of Parking Operation
- Key Benefits of Controlled Parking System
- Equipment Implementation and System Operation
- Self-Parking Plan Procedures
- Valet Parking Plan Procedures
- Operating Guidelines
- Cash Collection, Audit and Control Procedures
- Opening & Closing procedures within the Car Park
- Enforcement Procedures for Visitors and Tenants

- Central Control Room Operation
- Parking Supplies & Tools
- Communication Plan
- Health & Safety Plan
- Required Manning Structure Plan for Self & Valet Operation

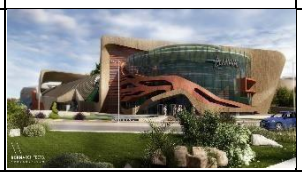
    - Develop illegal parking and awareness guidelines
    - Recommend Marketing Opportunities
    - Finalize Operational Guidelines.

Consultancy Projects

LEBANON

S. No.	Project Name	Client Name	Photo	Nature of Work
1	District S	ESTATES		Consultancy services for Traffic Impact and Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
2	Lebanese American University (LAU)	LAU		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
3	Beirut City Centre	MAF		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding

KSA

No	Project Name	Location	Photo	Description	Type of Consultancy
1	Panorama Mall	KSA - Riyadh		BUA 65,000 sqm 1,700 spaces (Shopping Mall)	Parking Design Review & Parking Demand Analysis
2	Hayat Mall	KSA - Riyadh		BUA 88,000 sqm 2,000 spaces (Shopping Mall)	Static Capacity Analysis & Allocation of Areas. Geometric Layout Review & Traffic analysis. Signage & Way Finding.
3	Bay LA Sun KAEC	KSA		BUA 120,000 sqm 2,700 spaces (mixed used)	Full Parking Consultancy Services
4	Al Khair Mall	KSA		BUA 92,000 sqm 2,100 spaces (Shopping Mall)	Full Parking Consultancy Services
5	Amwaj Mall	KSA		BUA 50,000 sqm 1,300 spaces (Shopping Mall)	Traffic Management & Parking Design Review

UAE

S. No.	Project Name	Client Name	Photo	Nature of Work
1	Dubai International Financial Centre	DIFC		Consultancy services for Traffic Impact and Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
2	Al Fattan Currency House	Al Fattan		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
3	Buildings by Daman	Buildings by Daman		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
4	Palm Gateway Towers	Nakheel		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
5	Jumeirah Garden City	Al Ghurair Mall		Consultancy services for Parking Strategy and Design Guidelines
6	Emirates Financial Towers	Enshaa		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding and Financial Model
7	Park Towers	DAMAC		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
8	Mall of the Emirates	MAF		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
9	Deira City Centre	MAF		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding
10	Arabian Plaza Mall	LAMCY		Consultancy services for Parking demand Analysis, Parking Strategy and Design Review
10	Abu Dhabi Media Zone	TWOFOUR54		Consultancy services for Parking functional, shared parking analyses and parking operational consulting
11	Multi-storey Car Park in Abu Dhabi	GIOLOG		Consultancy services for Parking demand Analysis, Parking Strategy and Car Park Concept Design
12	Sowwah Square Car Parks in Abu Dhabi	Mubadala		Consultancy services for Parking demand analysis and allocation of areas, traffic management plan and operation plan.

India

	Project Name	Client Name	Logo	Scope of Work
1	One Bangkok, Thailand Area - 42 acres BUA - 20 million sq. ft. Bays - 14,000	One Bangkok Company Ltd.	ONE BANGKOK	Traffic Impact Assessment, Parking Demand Analysis, Parking Strategy and Design Review, Parking Management System Design, Signage and Way finding, Micro Simulation, Car Park Operations & Revenue Modelling Consultancy.
2	RMZ Ecoworld, Bangalore Area - 78 Acres BUA - 12 million sq. ft. Bays - 16,500	RMZ Corporation	RMZ FOUNDATION Build. Support. Sustain.	Traffic Impact Assessment, Parking Demand Analysis, Parking Strategy and Design Review, Parking Management System Design, and Signage & Wayfinding
3	RMZ Vita, Hyderabad Area - 23 Acres BUA - 6 million sq. ft. Bays -13,900			
4	Raymond's, Thane Area - 100+ Acres Bays - 15,000	Raymond's Group	RAYMOND REALTY GROUP	Traffic Assessment, Site Analysis, Conceptual Programming, Traffic circulation, parking strategy, Inputs from Traffic and parking perspective for land uses
5	Wave City Center, Noida Area - 152 acres Bays - 45,000	Chaddha Group	WAVE INFRATECH Foundation of trust	Traffic Impact Assessment, Parking Demand Analysis, Parking Strategy and Design Review, Parking Management System Design, and Signage & Wayfinding
6	Karle Town Center, Bangalore Area - 72 Acres BUA - 9.37 million sq. ft.	Karle Infra	KARLE INFRA	Traffic Study and Circulation
7	Mantri Agara, Arena, Serenity, Bangalore Area - 79 Acres	Mantri Group	mantri	Evaluation of site access and Traffic Management options, Performing Traffic Simulation by VISSIM, Traffic Impact Assessment, Parking Demand Analysis, Parking Strategy and Design Review, Parking Management System Design, and Signage & Wayfinding
8	Puravankara Chikkajala, Bangalore Area - 32 Acres BUA - 4.5 million sq. ft Bays - 7800	Puravankara Group	PURAVANKARA®	Traffic Impact Assessment, Parking Demand Analysis, Parking Strategy and Design Review, Parking Management System Design, and Signage & Wayfinding

4. Technology & Innovation

Secure Parking introduces the latest technology in managing and operating car parks including cashless and ticketless access control and mode of payment, online booking for pre booking purpose using application to pre book and pay for the parking, automatic number plate recognition (ANPR) for ticketless access control, central control room that connects multiple locations into single control center using wireless internet connectivity, valet automation system which enables a professional management of valet keys, vehicles, tickets, employees, and revenues all in one system, and the sophisticated state of art

We have already many years of experience working with all type and brand of equipment access control, parking management system and parking guidance system..

We are all the time able to integrate the various type of application and software and equipment features in order to get the maximum use of the equipment of the parking management system and provide tailor made reports that are relevant to every type of car park operation.

SECUREVISION:

Secure Vision, our 24-hour control center, provides interactive monitoring, online management and operational services to the car parks we operate.
With Secure Vision we are able to offer both car park owners and operators a valuable range of benefits and advantages that allow you to truly maximize your car park's potential.

Surveillance & Security: We monitor activity and deal with any issues as they arise, ensuring improved security for car park, equipment, vehicle, staff and customer security.

5. Digital Marketing

Secure Parking has recently developed a range of marketing strategies that will be applied to the entire car park network. Secure Parking will include your assets into the implementation of these strategies.
The Digital Marketing Campaigns to improve customer service and awareness.
Secure Parking can implement other casual parking promotions to attract new parking Business through the development of competitive offers.

6. Maximizing Potential of Car Parks

Secure Parking undertakes the writing and updating of all Local Operating Procedures (LOP) manuals, tools and resources needed to manage and operate each car park.
This role is vital in centralizing information and in establishing and maintaining key communications channels, such as our 'At a Glance' pages and our folders/documentation system, which are consistent across all sites. These resources provide our staff with the vital information, forms and documentation that they will require.

We provide excellence in operations through the below set of procedures including, but not limited to:

- Operational plan (allocation of areas, circulation of users, integration of parking and security systems, etc.)
- Operating hours and positions
- Tenants car park
- Visitors car park
- Shared car parks
- Emergency plans
- Enforcement by applying warning notices and fines
- Equipment first response maintenance
- Signage maintenance
- Car park cleaning and appearance
- Health and Safety
- Monthly Reporting and Statistics
- Staff Roster
- Daily cash Collection
- Audit and Control by SP Financial Controllers
- Coordination with Security department
- Valet Parking Superior Service
- Environmental policy
- Contingency planning

Secure Parking provides you with consistency of service and presentation across all its sites with a specific reference to the standards of each car park. This program covers:

- Utilizing latest technology
- Following a coherent communication program
- Following standards for reporting, interpretation and analysis
- Enhancing document and data control
- Reviewing sign age and way finding
- Tailored and customized operational planning

Staff with Passion for Parking

Secure Parking's approach to Human Resource Management is based upon promoting the following principles within the organization:

Teamwork - Employees cooperate in working toward shared goals, and contribute to resolving workplace problems. Every member is encouraged to think about work processes and question the way we do things, is there a better way we can do this?

Training and Multi Skilling - Employees are encouraged to expand their range of skills, which increases their opportunities for career development and progression, it also allows everyone to function flexibly in work teams.

Good Communication - Managers and supervisors conduct frequent team meetings at all staff levels, discussions from these meetings provide timely and accurate information on business mission, strategies and performance.

Equal Employment Opportunity - We adopt a recruitment process that is fair and competency based. We aim to find the best possible fit to the requirements of the role at every opportunity. During employment all staff members are treated in a fair and consistent manner, whatever the circumstance through tightly controlled systems and processes.

Increased Opportunity for Initiative - Staff make decisions within their level of responsibility, without constant reference to management. Staffs have an excellent understanding of their role and the expectations held of them, these are clearly defined at the time of employment and induction into the organization. Participation and shared knowledge are a core part of our culture.

Rewarding Excellence - Both management and front line staff acknowledge outstanding results and improved performance amongst the team. Through our staff incentive schemes, we are able to celebrate exceptional performers, rewarding them on a company wide scale by sharing their successes, and pushing others to strive for that level of excellence.
Common Conditions of Employment - Every permanent employee is entitled to the benefits provided in Secure Parking's consistent approach to staff incentives.

Outstanding Customer Satisfaction

It is understood that the issue of car park quality is the task of ensuring that the car parks contain the correct resource and the skill base to be able to operate independently and without incident.

In association with the owner, Secure Parking undertakes regular customer satisfaction surveys. Action would then be implemented to address any observed or perceived 'weaknesses'. The existing Quality Assurance process will be implemented to ensure that the highest standards of service delivery and presentation are provided to our customers at all times. This process has been developed over 30 years and is based on our wealth of operational experience that we deliver a consistent and reliable level of service at all times.

Our exceptional customer service is achieved by:

- Placing the right number of customer service desks to handle parking Queries and retail validation
- Issuing parking guide including regulations and maps for easy reference
- Ensuring that no customer queues waiting to pay or to validate their tickets
- Assisting in using the payment machines, promoting the parking, giving directions throughout car park
- Explaining the terms and conditions, rate structure, and usage of the car park
- Assisting tenants in applying for parking, updating their information and Directing them throughout the car park
- Assisting companies in controlling the access of their staff
- Dealing with customer complaints

Unique Audit Control

Managing revenue from control equipment through collection, counting and banking is a major part of the service Secure Parking provides to all our clients. This is achieved by implementing procedures based on three principles:

- The separation of duties between staff who collect money and those who count and audit it.
- Effective cash control procedures, which are drafted following an assessment other financial risks of the location.
- Management review and authorization of key documents.

Each cashier is required to account for (and is responsible for) the casual sales recorded via their Shift.

7. Company Registration Details

ISO Certification

Secure Parking is an ISO 9001:2015 Certified Company. The Certification complied with the Car Park Management, Operation and Valet Parking Services.

Below is the copy of the Certification:

BUREAU VERITAS

Bureau Veritas Certification

SECURE PARKING CORPORATION S.A.L

CHOUCAIR CENTER, 3RD FLOOR, YOUSSEF HOUAYEK STREET, SIN EL FIL, BEIRUT - LEBANON

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

CAR PARK MANAGEMENT, OPERATION AND VALET PARKING SERVICES

Original cycle start date:	20-03-2019
Expiry date of previous cycle:	19-03-2022
Certification / Recertification Audit date:	10-03-2022
Certification / Recertification cycle start date:	13-04-2022
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	19-03-2025

Certificate No.: LB002020 Version: 1 Issue date: 13-04-2022

UKAS MANAGEMENT SYSTEMS

0008

Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom

Local Office: Bureau Veritas Liban SAL - Dedeyan Center 9th Floor - Dora - Lebanon

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: 961 1 240540/640

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Sagia License

وزارة الاستثمار
Ministry of Investment

268424

الرقم الموحد	(7017609293)
رقم المنشأة	(658496)
رقم الترخيص	(102084105930l2)
تاريخ الإصدار	تاريخ الإنتهاء
1441/05/13 هـ	1446/05/06 هـ
2020/01/09 م	2024/11/08 م

ترخيص استثمار خدمي
Services Investment License

المركز الرئيسي

حالة الترخيص: تعديل
اسم الترخيص: شركة سيكيور باركنغ السعودية للتشغيل

الكيان القانوني: شركة ذات مسؤولية محدودة

الموقع: الرياض — رأس المال: (50,000) ريال سعودي

اسم صاحب/ أصحاب الترخيص	رقم المستثمر	الجنسية	الحصة	اسم صاحب/ أصحاب الترخيص	رقم المستثمر	الجنسية	الحصة
(أتش ش.م.ل (أوف شور	661776	لبنان	25%	سيكيور باركنغ هولدنغ ش.م.ل Secure Parking Holding SAL	658497	لبنان	33%
شركة عوائد الرياض	661775	المملكة العربية السعودية	42%				

النشاط:
452051:غسيل وتشحيم السيارات
522103:مواقف السيارات و مواقف السيارات في الساحات
522104:مواقف السيارات في المباني متعددة الطوابق
960961:خدمة إيقاف المركبات

تاريخ الطباعة 1445/08/23 هـ

يمكنك التحقق من صحة وصلاحية الشهادة عبر زيارة الرابط https://investsaudi.sa/en/verify على موقع وزارة الاستثمار.

Activate Wi
Go to Settings

Commercial Register

وزارة التجارة
Ministry of Commerce

شهادة تسجيل الشركة
Company Registration Certificate

الرقم الموحد : ٧٠١٧٦٠٩٢٩٣
رقم المنشأة : ١٠١٠٦٤٥٨٦٩
التاريخ : ١٤٤١/١٢/١٩ هـ

الاسم التجاري للشركة : شركة سيكيور باركنغ السعودية للتشغيل والصيانة
نوعها : محدودة أجنبية
جنسيتها : سعودى
مدة الشركة : ٩٩ سنة
تبدا من : ١٤٤١/١٢/٢١ هـ
وتنتهي في : ١٥٤٤/٠١/٠٥ هـ
مركزها الرئيسي : الرياض
هاتف :
الرمز البريدي :
ص. ب :
النشاط : للاطلاع على بيانات الأنشطة الرجاء مسح الرمز التجاري
ملكية الشركة : مختلطة
رأس المال : ٥٠,٠٠٠ ريال سعودي
المديرون : 1 جون عواد
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سلطات المدير/المديرون : حسب ما نص عليه عقد الشركة

يشهد مكتب السجل التجاري بمدينة : الرياض
بأنه تم تسجيل الشركة المذكورة أعلاه بمدينة : الرياض
وتنتهي صلاحية الشهادات في : ١٤٤٨/٠١/١٠ هـ
بموجب الإيصال رقم : ٢٤٠٦٣٢٥٧٠٧٢١
وتاريخ : ١٤٤٥/١٢/٠٨ هـ

To Verify The Information Of This Certificate Visit يمكنكم التحقق من صحة هذه الشهادة بالدخول على
+966 11 294 4444 | Riyadh 11162 الرياض | Kingdom of Saudi Arabia | المملكة العربية السعودية www.mc.gov.sa MCgovSA