SECURE PARKING LEBANON

Company Profile

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1. Executive Summary

Secure Parking was established in Australia in 1979. The company is one of the largest parkingoperators **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 of22,000 Staff, with operations in Australia, Indonesia, Malaysia, Singapore, India, New Zealand, United Kingdom, Lebanon, UAE and KSA.

In Lebanon, we started operations in 1997 and now we employ over 150 staff. We are proud to be associated with many prestigious locations in Lebanon such as Clemenceau Medical Centre, City Mall, Dunes Centre, Movenpick Hotel Beirut, Lebanese American University – Beirut, Rafic Hariri International Airport, Clinique Du Levant Hospital, etc.

SP portfolio of services in Lebanon 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.

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.
- Intensive experience in operating **Car Parks** in the Middle East and around the world.
- **Strong and full presence in Lebanon since 1997** employing more than 400 dedicated and long serving staff, assuming all various required services and disciplines with an in depth local understanding.
- Involved in providing consultancy services **for many projects in the Middle East and Lebanon.**
- **Great knowledge of car park strategy design and set-up** through the achievement of many **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 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 adoptthe 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 consultancyservices, 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 ofthe 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 flexiblesystems 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 withexceptional 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 fasterallocation 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 beingdelivered 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.

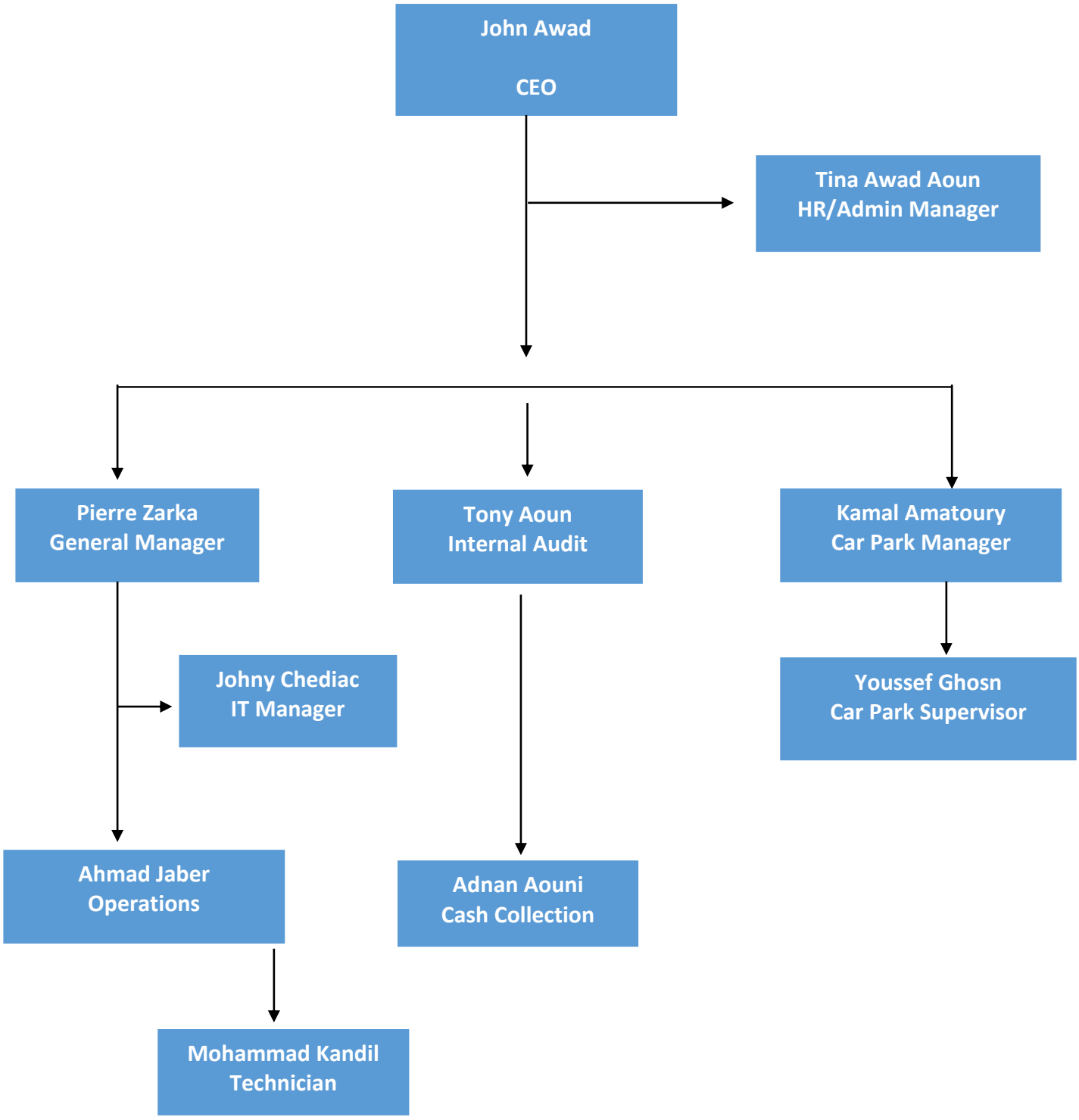
2. Presence in Lebanon

Secure Parking is well established in Lebanon since 1997, with operations in Financial Centers, Shopping Malls, Commercial Centers, Hotels and Hospitals. Secure Parking is operating in Lebanon through the following office locations:

Head Office – Sin El Fil

L3, 210 Choucair Center, Sin El Fil
P.O. Box 11-4255, Beirut, Lebanon
Tel +961 1 493 790 +961 1 493791
Fax +961 1 493792
Email: secure@secureparking.com.lb
www.secureparking.com.lb

Organizational Chart



JOHN AWAD – CEO

John is the founder and managing partner of the Secure Parking brand in many countries within the Middle East Region. Being an Australian Lebanese, John has used this mix of culture to excel in introducing and driving up the Secure Parking Business in the Middle East and particularly in Lebanon, UAE and the KSA.

From a civil engineering and project management background, John has many years of experience in project management in Australia and the Middle east with more than 25 years of experience in the Parking Business. In addition to the parking management and operation for On-street and Off-street Car Parks, he also established a parking consultancy division providing advisory role in the design and set up of many major car parks in the region, introducing the latest technology.

Tina Awad Aoun – HR / Business Development Manager

With a degree in Business Administration, Tina is handling various matters in the Head Office such as assisting in business development, attending to HR matters, coordinating with the operation team to ensure the goals achievement. Tina is also ensuring that all administrative related matters are met according to the highest standards.

Pierre Zarka – General Manager

Pierre has been working with Secure Parking for the last 20 years. With accounting and finance studies from Australian colleges, Pierre's input in budgeting, cash flow, finance, revenue and expenses control has been of a great value to the SP business. As a General Manager, Pierre also has a direct channel of communication with our clients regarding contract administration, quality control and staff performance.

Tony Aoun – Internal Audit

Tony graduated in Finance and Auditing and joined the Secure Parking team in 2005. He is responsible for the daily shift clearances and money reconciliation checking. Toni is also involved in the on-site audit and control procedures.

Adnan Aouni – Cash Collection

Since 2002, Adnan has been Secure Parking onsite Money Collector and Auditor, does multiple checks on all sites regularly and responds to our staff needs, closely checks on the quality of the performance and appearance, audits and collects the money generated from different sites and deposit them in the bank on a daily basis, liaise with the Management on day-to-day issues and concerns and reports back to the Head Office for any major issues.

Kamal Amatoury – Car Park Manager

Kamal has been working as a car park manager at Clemenceau Medical Center CMC for the past 18 years. He manages the operation of the car park, checks the quality of serviceand makes sure that procedures are being implemented and that the operation is going smoothly. He is also assisting in the set up and starting operation of other car parks in Lebanon.

Mohammad Kandil – Technical Manager

Technical Manager with wide and updated knowledge in different Access Control and Protection systems in a variety of fields.
With more than 6 years of experience in the installation, supervision and maintenance of Access Control Equipment and expertise in various types of systems, Mohamad coordinates with suppliers and supervises the setup at the launching of each new project, as well as keep a close day-to-day maintenance watch at all sites.

Johnny Chediac – IT Manager

Johnny has over 10 years of experience in information technology and has been working for Secure Parking Company for the last 7 years. He manages the daily operations of the IT department, assesses infrastructure to meet necessary demands, participates in regular training sessions to employees and upgrades existing Hardware and Software.

Ahmad Jaber – Operations

Ahmad joined Secure Parking in 2023. His main duty is to coordinate the valet parking services and self-parking. He is responsible for the daily tasks of the car parks with emphasis on the reports from the various automated system, ensuring adequate logistics, quality control of the car park appearance and operation, dealing directly with the site staff. He also prepares weekly staff attendance making sure that the operation is being smoothly processed.

3- 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 relatedfacilities, 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 inthis 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 ofefficiently 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 which have been managed and operated by Secure Parking 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 Diriyah Samhan 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	Lebanon	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	Rafic Hariri International Airport Beirut	Hamad International Airport - Doha Auckland International Airport

Through our Partner in USA, we have the expertise through the management and operation ofmore 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 buildSuccessful long term business based on the philosophy that customer satisfaction is a true measureof 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 oursystem4success.

- ✓ Well Trained Human Resources and constant investing into our people;
- ✓ Utilizing the Latest Technology in Parking Systems to provide higher efficiency and reduced timeof 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 andtransparent 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 atHotels.

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	
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

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 thissegment.

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.Joseph Hopistal Rafic Hariri University Hospital	Fortis Hospital, Gurgaon Wockhardt Hospital, Mumbai Central	Quay Park Surgical Centre Auckland

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 boththe 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
- ✓ Dubai International Financial Centre

Special Events Experience

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

Experience tells our service team that, like airport car parks, the first and last impression at eventsis 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 and Australia covering more than 20,000 spaces. The more recent was the BOT parking meters' project Tripoli Lebanon covering over 1000 spaces, for a period of 7 years, including supply, installation, maintenance, wheel clamping, issuing citations and cash collection.

We have successfully developed and implemented solutions for Malaysia not only on the mobile computer, also their backendapplication.

Secure Parking's strengths are with a combination of strong knowledge of hardware technology andsoftware technology. The availability of all these capabilities from a single source enables the Company to serve the needs of firms of any size seeking to upgrade and reintegrate their information 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.

On-Street Parking Buraidah–Al Qassim, KSA.

Below is a list of SP major on-street projects

Australia	Malaysia	Middle East	UAE	KSA
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	Buraiday City

4- 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
- Allocation of Areas
- Road Network; access & egress adequacy
- Internal Planning
- Signage and Way finding review
- Circulation and Traffic Flow
- Access Control Equipment and Mode of Payment
- Parking Management Systems
- Parking Guidance Systems
- Parking operational Guidelines

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.

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
6	Buraidah City	KSA		**3526 spaces**	Full Parking Consultancy Services

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

5- Lebanon Experience

Secure Parking Service Portfolio in Lebanon

	PARKING NAME	AREA / ADDRESS
AIRPORT	Rafic Hariri International Airport	BEIRUT
HOTELS	MOEVENPICK HOTEL BEIRUT MONTE CASSINO HOTEL METROPOLITAN PALACE & HABTOUR GRAND HOTEL LE ROYAL HOTEL GRAND HILLS HOTEL	BEIRUT TABARJA SIN EL FIL DBAYEH BROUMANA
MALLS	CITY MALL RADISSON BLU – DUNES CENTER CITY COMPLEX KASLIK ETOILE HAMRA SQUARE	DORA VERDUN TRIPOLI KASLIK HAMRA
HOSPITALS	CLEMENCEAU MEDICAL CENTER CLINIQUE DU LEVANT NINI HOSPITAL RAFIC HARIRI UNIVERSITY HOSPITAL SAINT GEORGES HOSPITAL SAINT THERESE HOSPITAL	CLEMENCEAU SIN EL FIL TRIPOLI JNAH AJALTOUN HADATH
SURFACES	MAZRAA LOT 1387	MAZRAA
UNIVERSITIES	LEBANESE AMERICAN UNIVERSITY	BEIRUT
OTHERS	JEITA COUNTRY CLUB (JCC) CHOUCAIR CENTRE LOT 210	JEITA SIN EL FIL
On-Street Parkmeters	MUNICIPALITY ON-STREET METERS (750 meters)	TRIPOLI

Our Projects in Lebanon

Clemenceau Medical Center – Clemenceau

Secure Parking Management and Operation of prestigious Hospitals' Car Parks dates back to year 2005 when Clemenceau Medical Center opened, with a 4 underground levels parking.
Today Secure Parking is still managing this busy center with around 300 cars valet parking per day. This luxurious center is now expanding, and Secure Parking is scheduled to manage the new Hospital's Car Park along with the old one. We are present at this site 24/7, catering for visitors, staff and doctors, providing full valet service employing around 25 staff trained and lead by professional supervisor and car park manager.

Dunes Centre – Verdun, Beirut

SP began to operate the prestigious Dunes Centre in Verdun, Beirut in 1997 where it installed the first fully automated access control equipment in any car park in Lebanon for 650 spaces. Today we are still managing the center with more than 750 cars and 250 members entering per day that consists of both a Hotel and a shopping Mall.

Jeita Country Club

Secure parking started operating the site in 2011, Located in the heart of Mount Lebanon Jeita. JCC is known as a summer resort that contains 200 summer chalets and offers all kind of facilities to its customers. It also hosts major occasions like wedding and special events. We manage the place as self and valet service, consisting of underground and open space area.

Lebanese American University – Beirut

Secure Parking invested in the setup of the outdoor parking of the LAU Beirut campus and has been operating this car park since September 2017, serving mainly the students of the university.
We also offer parking memberships either monthly, yearly or per semester to best suit the students' needs and requirements.

City Complex –Tripoli

Secure parking took over the management of the City Complex in 2003, considered to be the largest mall in the Tripoli and located in the middle of the city attracting big number of customers. It consists of 2 undergrounds parking lots and 200 bays.

Rafic Hariri International Airport - Beirut

We have started on the 1st of June 2022 the Management and Operation of the Car Parks in Rafic Hariri International Airport – Beirut with capacity of around 2500 spaces.

Clinique Du Levant Hospital – Sin El Fil

Added to the list of hospitals is Clinique du Levant, Al Mashreq Hospital in Sin El Fil, where we are offering self-parking on an open air car park, as well as Valet services when the Car Park is full, servicing more than 400 visitors per day to the Hospital.

Sainte Therese Hospital – Hadath

We took over the management and operation of the car park at Saint Therese Hospital in Hadath area which consists of two surface lots with 150 parking bays, fully equipped with access control system serving visitors, staff and doctors.

Nini Hospital – Tripoli

Secure Parking has been managing the Surface Parking of Nini Hospital in Tripoli since 2008.
SP maintains the visitors parking as well as the staff and doctors' monthly membership.

Kaslik Etoile

Secure Parking is operating the Kaslik Etoile commercial center since 2010. Kaslik area is known as the busiest area in Jounieh having major malls and shopping streets. We operate and offer self-underground parking and valet service.

Rafic Hariri University Hospital (RHUH)

We started operating the 2 parking lots at RHUH starting March 1st 2019. We took over this important parking management contract for 4 years, it includes around 700 spaces having 2 entries, 2 exits, 2 underground levels and 1 ground level parking.

St. Georges Hospital – Ajaltoun

Secure Parking recently started operating the parking facilities of the St. Georges Hospital in Ajaltoun, where we have installed an excess control system with allocation of areas between 3 separate car parks, one for visitors and doctors and the 2 others are for employees. We have over 400 visitors' cars per day entering the car park.

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

Hotels Experience in Lebanon

Movenpick Hotel & Resort – Beirut

Secure Parking had managed and operated the 800 space car park starting from the opening of the resort in 2002 until the end of 2010, and we recently restarted operating the valet parking services at this prestigious Hotel until now, with a well-trained and dedicated team of staff.

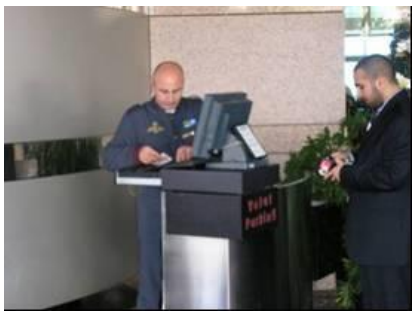
Monte Cassino – Tabarja

Monte Cassino is a well-known 5-star Hotel located adjacent to the Casino du Liban, overlooking the Bay of Jounieh. It compromises of 80 extra comfortable rooms to suit all types of tourists and local citizens, as well as an exceptional Lebanese Restaurant.
SP started operating this prestigious Hotel in 2017 until now, providing Valet Parking Service for the Hotel guests. We also organize the valet parking service during events and weddings held in the Luxurious Ballroom.

Metropolitan Palace & Habtoor Grand Hotel

Owned by Habtoor Hospitality, the Metropolitan Palace Hotel opened in 2001 followed by The Habtoor Grand Hotel and Shopping Complex in 2004 with the largest banqueting hall in Lebanon Catering for up to 1500 pax seated dinner.
Secure Parking took on the Management of both hotels Car Parks since opening till 2017, operating the Hotels Extensive Valet parking operations.

Le Royal



Another major 5-star hotel outside of Central Beirut and contains a very popular water entertainment park. In 2006 Secure Parking installed state of art Access Control equipment for the car park, in exchange for a long term management contract. Le Royal has got an exclusive Valet operation whereas SP installed the first Automated Valet Parking system in Lebanon. Operation at Le Royal ends in 2011.

Grand Hills Hotel

In April 2005, Grand Hills Village, in the beautiful suburbs of Brumana opened and Secure Parking has been managing the operations of the Car Park since then until 2012. Located among majestic hills at a cool 750 meters above sea level, the Grand Hills Hotel & Spa affords nice views of both the mountains and the golden coast of Beirut. The luxurious and large hotel consists of restaurants, bars, banquets, and a theatre. This location is busy mostly in Summer time with more than 300 cars entering every day.

6- 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:

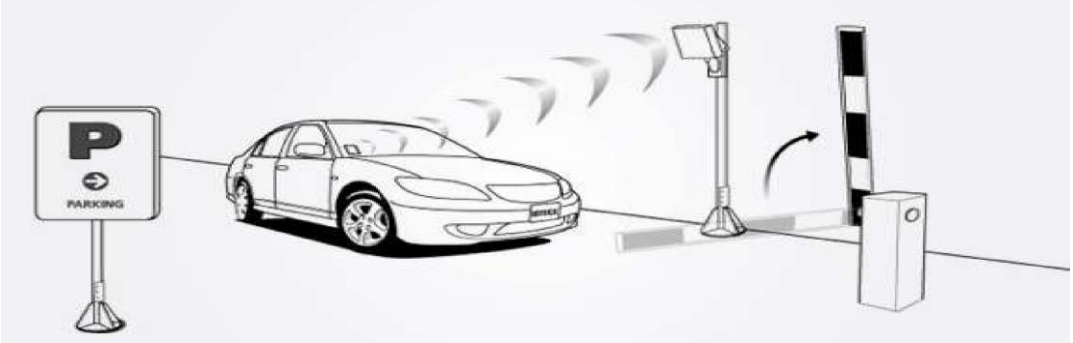
Secure Vision, our 24-hour control center, provides interactive monitoring, Online management and operational services to the car parks we operate. With Secure Vision we are able to offer both car park owners and operators a valuable range of benefits and advantages that allow you to truly maximize your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

AUTOMATIC NUMBER PLATE RECOGNITION (ANPR)

Automatic number plate recognition is a seamless technology that extracts vehicle registration number (VRN) from captured image through optical character recognition (OCR) software engine that can be centralized among several ANPR cameras or embedded within each camera. Upgrading your car park with this technology will redefine parking operation in matter of customer experience, security and functionality.

RFID FOR REGULAR PATRONS



The RFID Windows-up technology provides regular users a “windows up” parking loyalty solution that allows taking a ticket at the entry and waiting at the onsite pay stations at the end of their visit.

The customer simply needs to pre-register for the program by visiting the Customer Service Desk and collecting the RFID Tag. This Tag could be pre-loaded with an amount of the customer’s choice and the parking fee would be automatically debited from the customer’s prepaid account. The customer can recharge his account at any time.

Central Control Room

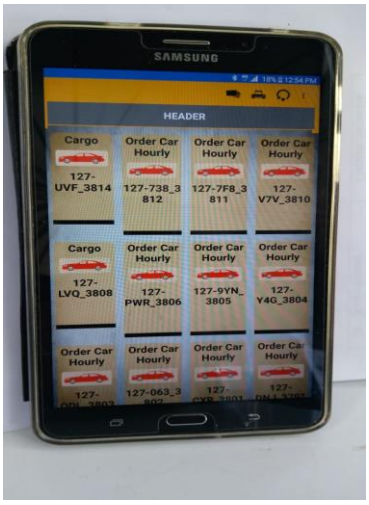
Secure Parking has implemented a Centralized Control Room that connects multiple locations into single control Center using wireless internet connectivity. This reduced the OPEX as we would only needone control room operator to manage multiple locations.
The Call Centre will be operating primarily through a video and audio intercom providing the following features:

- Customer service – responding and acting appropriately to customer enquiries via intercom,telephone and email.
- Equipment, vehicle, staff and customer security – providing on-going surveillance of car parks,recording of images and sound and acting upon demonstrable potential security threats
- Programming of permanent parker cards
- After hours call outs
- After hours' telephone support
- Reporting
- System backups
- Shift and data entry
- Other general administrative tasks
- Centralize customer voucher production

Valet Automation System

The Valet Automation system from Secure Parking enables a professional management of valet keys, vehicles, tickets, employees, and revenues all in one system and at the same time it has increased auditand control, turnover and superior customer service.

- Express Cashier for speedy guests check in and check out
- Monthly Membership Billing System process invoices and collect payments easily
- Amount of service fees can be implemented; applicable to clients, visitors, tenants, restaurants,and all users.
- System generated reports



Our Valet Parking System, proven successful in various international locations, will consist of:

- Password protected screens, with full trace of all the transactions and manipulations during everyshift with direct link to the operator.
- Full details on the trips they have made and the cars they have driven.
- Flexible rates that can be tailored to meet any time or count criteria, with seasonal passes,membership discounts or vouchers.
- Full monitoring of the parking occupancy.
- Fast allocation of parked cars even if tickets are lost via a powerful search engine, with automaticfree space allocation option.
- Detailed reports on the daily transactions and the drivers' performance filtered and sorted upon request.
- Multiple accounts, with a flexible validation system with detailed reports on the use of thevalidation tickets.
- The system displays the number of retrievals currently in the queue.
- Employee performance report showing how many cars was parked and retrieved by the staff.

SMS Payment for Parking Fee

SP has the ability to implement an SMS payment solution for visitors who wish to pay their parking fees using mobile phone to avoid waiting time to pay at the POF Machine or handheld device.
The Visitor would enter the car park by taking a Ticket from the entry terminal.
Each Ticket would have a unique 5-digit number printed on it. This unique 5-digit number would needto be sent to the mobile phone operator who would send a request back to the CPMS Server to checkthe parking fees applicable for the Ticket and deduct the parking fee as applicable.

We have installed our fist SMS Payment solution at Citywalk, Meraas.

Online Validation System

Secure Parking has installed a Web based validation solution for Retail Tenants who wish tovalidate tickets for genuine visitors/shoppers.
Secure Parking would apply validation accounts for the tenants/shops, together with theValidation Rules.
The System offers the ability to offer Multiple Validations on a single Ticket.
Each Tenant/store manager would have his own login that connects him to his account.

Validation Process:

1. Visitors give their entry Parking Ticket to the shop. The Retailer enters the Parking TicketNumber of the Web Login and validates the ticket based on the validation rules.
2. Prior to exit, visitors can go to any payment machine within the facility and the correctdiscount will be applied, allowing them to pay the remaining balance if required.
3. In case there is no excess payment after the validation is applied, visitors can drivedirectly to exit the car park.

Reporting:

The Web Based Validation System comes with a pre-defined set of validation reports.

- Web-based detailed evaluation of allocated discounts (presentation per cost centerand application)

Key Functions:

- Up to 3 discount levels can be allocated optionally
- Multi-discounting possible
- Allocation of the following discount types: - Value discount - Time discount -Percentage discount - Tariff switch to another tariff sheet
- Freely configurable discount levels
- Graphic web interface for user guidance
- Discounts are credited during the payment process
- Allocation of individual users to cost centers possible
- Web-based detailed evaluation of allocated discounts (presentation per cost centerand application).

7- Digital Marketing

Secure Parking: Key marketing campaigns to drive revenue

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 ofthese strategies.

In-house Design Department

Secure Parking's in-house Design Department provides our clientele with professionally designed marketing materials that won't add excessive additional costs to our industry leadingmarketing campaigns. Whilst Secure Parking pride themselves on leading the pack with the most innovative marketing solutions that result in significant revenue increases, we also havethe capability to react faster and better than any other car park operator to our competitors offers when the need arises to ensure you asset is not affected.

Secure Parking Product Suite

Secure Parking will build business for the car park through the continued marketingof its product suite.

All promotional offers will be tested and monitored on an ongoing basis to identify the optimalmarket offering.

- Monthly Parking – Building commitment to your car park
- Prepaid vouchers – Parking is only a click away
- Early Bird Parking – Park all day at one low cost
- Member affiliations
- Club Secure – Driving casual parking through loyalty

Other Casual Parking Promotions

Secure Parking will implement other casual parking promotions to attract new parking Business through the development of competitive offers. Secure Parking will Dedicate a team of sales people to approach businesses within the car park's footprint with a view to developing reciprocal offers aimed at driving their customers into the

car park.The casual parking products are as follows:

- Secure Park & Show
- Secure Park & Dine
- Secure Night Owl Parking
- Business Partner Alliances and Validation Equipment

Secure Parking Web Site – www.secureparking.com.lb

The Secure Parking web site incorporates Secure Parking's corporate look and feel and provides visitors with information about our innovative range of products, As well as detailed information about each Secure Parking car park.

The Secure Parking web site is driven by a Content Management System that allows users to update information in any area of the web site and publish it 'live' within seconds.

Customer Benefits:

- Optimum parking experience
- Access to parking offers
- Rewards for loyalty
- Increased payment options
- Web and mobile access to parking information

8- 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 notlimited to:

- Operational plan (allocation of areas, circulation of users, integration of parking andsecurity 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 witha 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 theway we do things, is there a better way we can do this?

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 andimproved 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.

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.

Outstanding Customer Satisfaction

It is understood that the issue of car park quality is the task of ensuring that the car parks containthe 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 ofservice 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 parkingQueries 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, givingdirections 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 andDirecting 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 majorpart of the service Secure Parking provides to all our clients. This is achieved by implementingprocedures 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 financialrisks 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 viatheir Shift.

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:	19-03-2025
Certification / Recertification Audit date:	04-03-2025
Certification / Recertification cycle start date:	11-04-2025
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	19-03-2028

Certificate No.: LB002308 Version: 1 Issue date: 11-04-2025

UKAS MANAGEMENT SYSTEMS 0008

Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 100 Lower Thames Street, London, EC3R 6DL, United Kingdom

Local office: BUREAU VERITAS CERTIFICATION HOLDING - DUBAI BRANCH, Al Hudaiba Awards Building, Block C, 2nd Floor, Jumeirah Road, 2nd December Interchange, P.O.Box. 9110, Dubai, United Arab Emirates.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: + 971 (4) 3074400

CER CERTIF ALL TPL 001 Rev 4.3 4 Nov 2024

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