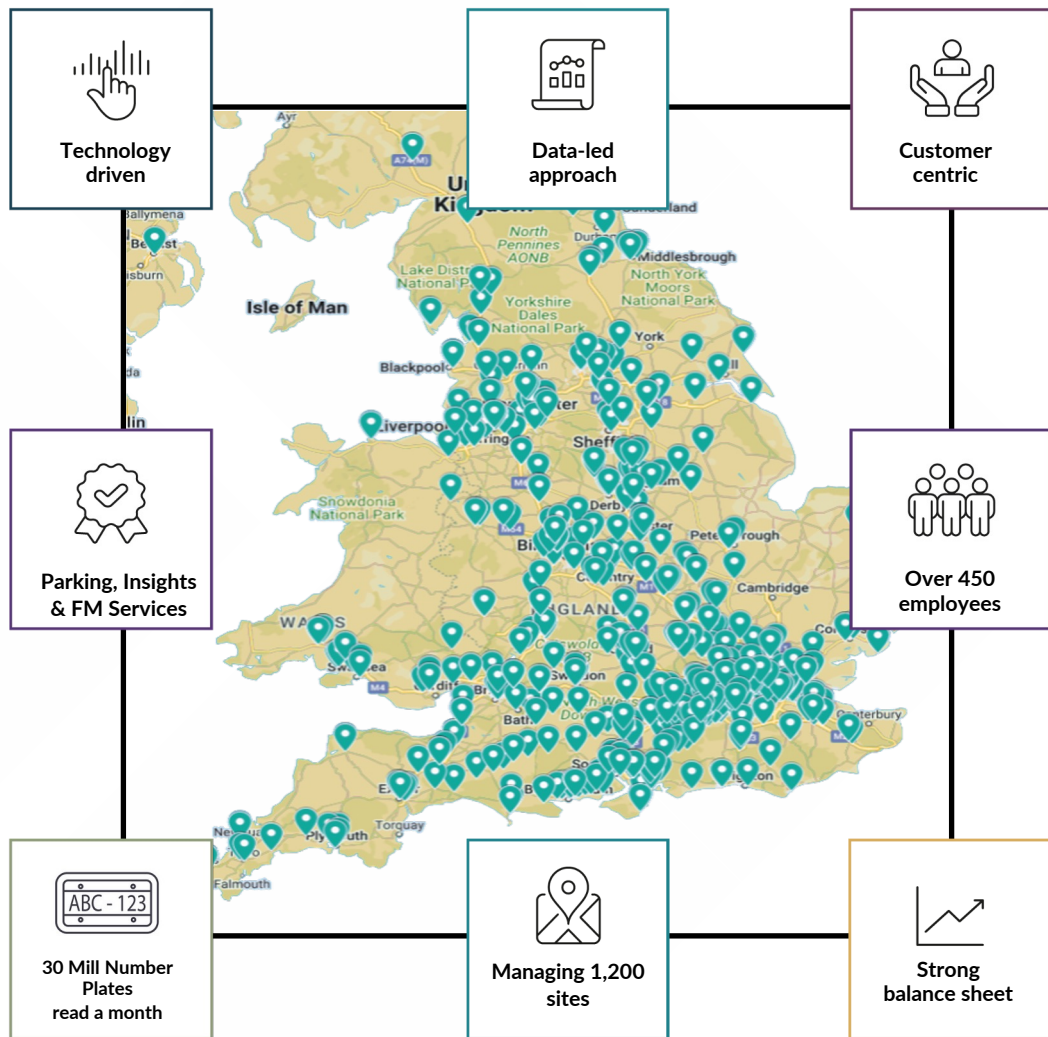


The GroupNexus Product Guide

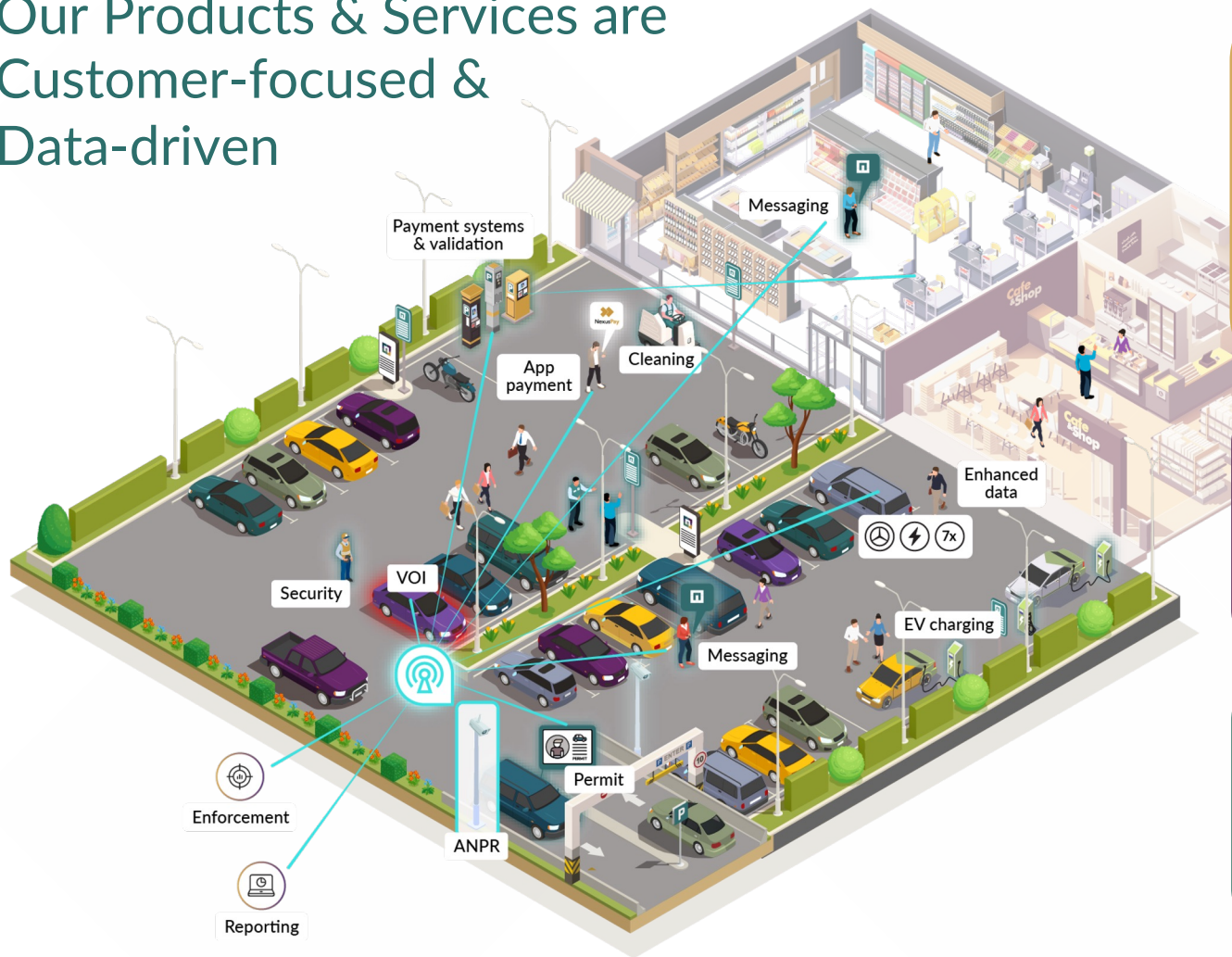


Group**Nexus**[®]

We've been shaping the parking industry for over 30 years



Our Products & Services are Customer-focused & Data-driven



NexusPark

- ANPR
- Payment systems: app, terminals, online
- Permit system
- Parking Assistants
- Enforcement
- Vehicles of Interest (VOI)
- Parking Validation

NexusInsights

- Data Insight
- EV Insights & ICE Monitoring
- Customer Messaging
- Reporting

NexusFM

- Security
- Cleaning
- Landscaping
- Defect Reporting

Automatic Number Plate Recognition

Automatic Number Plate Recognition (ANPR) is a system whereby a camera can 'read' a vehicle's number plate when it enters and exits a car park

In 2003, we pioneered the use of ANPR technology in private car parks

Our patented technology allows live pictures to be streamed to payment terminals and phone apps, enabling motorists to easily identify their vehicle when making payments or validating their parking

The data from our ANPR cameras enables us to analyse vehicle movements across our 1,200 sites and to share site-specific movement trends with our clients



Payments

Validation

In 2014 we pioneered a validation system for Tesco, linking barcodes printed on their till receipts to our validation terminals, allowing genuine Tesco customers to park, whilst ensuring that we could identify abusers. Customers were able to use our validation terminals or our app to identify their vehicle via the live pictures.

The pilot scheme was so successful that it was rolled out across the Tesco estate and many other client sites. Our research and development team have now developed the validation software for tablets, reducing costs and maintenance.

Payment & Validation Machines

Our payment terminals use our patented system to stream live pictures of vehicles that match three characters of the registration number that a motorist enters.

Simply touching the picture of their vehicle lets the motorist know the tariff to pay, or that they have registered to park for the free period, or that they need to validate their stay by scanning the barcode on their shopping receipt.

Our terminals take both cash and card payments and through our strong collaborative partnerships with a variety of suppliers, we can offer a number of solutions to meet all our clients' needs.

Parking App

We've worked alongside leading payment specialists to develop our very own parking payment app, NexusPay.

With simplicity at its heart, we've developed a parking app that serves our clients' specific needs and seamlessly connects with our ecosystem of end-to-end parking products.

NexusPay allows visitors to pay for parking as well as special combination offers such as overnight and meal deals at the motorway service stations.

Some of the unique features include voucher redemption via QR Code and concessions & account holder verification.

Enforcement

Enforcement

Our enforcement process is focused on encouraging positive behavior in the future, helping our clients to ensure that people are able to park quickly and easily and that spaces are available for their customers.

Whilst the enforcement solution required for each car park differs, our approach doesn't. We agree on a policy with clients up front, which means that each site we manage has the suitable enforcement levels in place.

We use STEP (STaged Enforcement Policy). This policy was created to help us deal with a wide variety of enforcement issues. With STEP we can manage different levels of enforcement that are appropriate to each client and location.

NexusPark offers an active enforcement service including a full back office system; issuing documents to registered keepers, appeals handling and correspondence, payment processing and a dedicated UK based Customer Services team.

We consult with our clients to tailor our appeals procedure to meet their exact requirements.

Parking Assistants

NexusPark promotes positive prevention as part of its car park management service. Our customer-friendly parking assistants are there to help, not just to enforce.

Trained to deliver the highest standards of service and to encompass our ethos of encouragement and positive prevention.

Our Parking Assistants are also trained to work alongside our security staff. We pride ourselves on our track record when it comes to safety and security, reducing levels of crime in our car parks.

We support the **Park Mark Safer Parking Scheme** run by the British Parking Association and have gained this accreditation for a number of our clients' car parks.

See **NexusFM** for further details on our security services.



The NexusPlatform

Data Insights

We know that the success of our business is based on how well we understand our clients, and the same is true for our clients understanding their customers.

Utilising ANPR technology, NexusInsights negates the need for 'manual' traffic surveys. A live data stream delivers round the clock insights into your car park activity that is available to you in real time, in several versatile reporting options.

Our portal allows a detailed view of what is happening in your car park right now. Real-time occupancy, dwell times and peak hours are standard – enhanced services include vehicle details, allowing targeted messaging and live income reporting.

GroupNexus has invested in cutting edge technology, a highly accomplished UX design team as well as enhanced data sources to bring our clients an unrivalled parking insights tool that puts them in control of this deep data.

The NexusPlatform provides **movement**, **visit**, **peak times**, **dwell times**, usage and **frequency data**.

It also enables users to apply filters to gain a deeper understanding of their customer demographic. Visitor trends can be broken down by site, **vehicle type**, **vehicle make & model** and even **fuel type**.

The NexusPlatform enabled our clients to stay on top of changing customer behaviour during the Covid period, so they could understand new peak times, changes to dwell times as well as the shifting demographic of their visitors. This allowing them to adjust their parking and business models accordingly.



Permit System

Permit Management

We offer a comprehensive parking permit system for permit allocation management via an online application and management portal.

Users are able to create, view and update permits at a group level, with the ability to define the groups. Permit details, duration, timings, applicable dates and assigned car parks can all be configured and edited.

The scope of this feature also extends to the management of permit holders' permissions alongside access across clients, sites & even car parks.

Compatible with any existing ANPR or other parking management system, NexusPermit simplifies permit allocation, management and payments.

Bespoke NHS features

As well as significant administrative cost savings, NexusPermit has been designed with the features and functionality needed in order to enable our NHS clients to meet the manifesto commitments for the provision of free parking to designated groups.





Electric Vehicles

We're committed to working with our clients to achieve the government targets and offer our clients varying options to support and inform about funding, installing and running the EV charge points.

- Our EV data can be used to understand charging requirements
- And we can help you protect your EV bays:
 - Monitor and enforce against ICE usage
 - Allow longer stay times to those charging their vehicles



Integration

We're committed to finding the most effective solutions for your site, including bespoke integration plans to ease the customer journey.

We can integrate our ANPR data with:

- Booking systems
- Membership databases
- Loyalty cards
- Customer validation systems
- Customer messaging platforms

This enables:

- Free parking/ special tariffs to be offered to selected members/ guests
- Notifications to be sent upon arrival, with offers or service messages



VOI Alerting

Using our state-of-the-art camera and reporting technology, NexusInsights can increase your security capabilities with real time Vehicle ID reporting. We can identify vehicles of interest immediately and notify the relevant organisations.

The Alerting System works with our ANPR, allowing VOI (vehicles of interest) to be added to a list if, for example, they are suspected of a crime – an email alert, with a picture of the vehicle is sent to those that are registered for an alert – configurable by site(s) or by estate.

We can identify vehicles that have been marked as not allowed to enter a car park and immediately issue a Parking Charge. VOI can also be used to notify signed-up users for marketing and customer- services purposes.



Customer Messaging & Loyalty

Engage with your customers in a new and exciting way.

When cars arrive onsite, a message can be sent to the pre-registered user with an offer such as half price coffee.

It provides each venue/ the wider group with the ability to connect with drivers every time they arrive on site.

This will entice visitors of the car park to become regular customers, help create brand loyalty with existing customers and allow a greater understanding of the behaviour of visitors to the car park.

Space Utilisation

Selling unused parking spaces within underused sections/ at quiet times/ out of hours is a simple way of unlocking revenue from dormant assets and/or increasing ancillary revenue from assets that otherwise are performing to their full potential.

Our parking data can be utilised to identify the best areas and times to put these solutions in place.

GroupNexus can provide a holistic utilisation service, working alongside our partner experts:

- Marketing leading aggregator channels
- Transient solution providers e.g Pop-up Stops & Events
- Permanent solution providers e.g Dark kitchens, Delivery Hubs, 5G infrastructure, EV Hubs

Our solutions will ensure that additional revenue is maximised.

And is an effective method to drive additional footfall to a site.

We'd be happy to discuss these options with you, and recommend the best fits for your site.



Facilities Management (FM)

Facilities Management (FM) from GroupNexus is delivered at the highest quality with the greatest commitment and service innovation.

Cleaning, security and mixed services are provided by the same team who manage the car park. This means operatives take huge pride and ownership of the asset that they work on and smart resource management reduces the costs of two separate services.

The resulting clean and safe car parks improve the visitor experience.

Additionally, where manual car park enforcement is deployed, it is expected that our operators provide a friendly customer service - front of house - whilst also maintaining the site to the highest of standards including litter picking and chewing gum removal.

Landscaping: The need for landscaping will differ from site to site and should involve regular upkeep visits throughout the year to ensure plants/grass and trees are maintained to the highest level. NexusFM manage the landscaping for an impressive portfolio of clients including British Land and the Crown Estate.

Defect Reporting: If problems occur on a property, NexusFM utilises a real-time defect reporting system for all its clients. This allows sites to manage any issues as they arise, ensuring minimum disruption and quick resolution and ensuring the safety of staff and customers.

Security: Linking in with CCTV, ANPR technology or as a standalone service, security is paramount to reducing crime within car parks. All GroupNexus Security staff are highly trained to a minimum of SIA level. With a strong visible presence, our dedicated team allows both tenants and customers a feeling of safety and confidence.

Onsite Staffing: Where deemed beneficial, qualified permanent staff can be provided for properties with or without ANPR, including P&D car parks and traffic marshalling from our team of over 350 field operations personnel. Operatives for customer service, defect reporting and locking/unlocking property duties are also provided nationally. This professional visible presence reduces abuse and improves the parking experience. Manual enforcement can be combined with FM and trolley reclaim - disabled and parent-child space enforcement is something that improves the customer experience and reduces costs.



Don't just take our word for it...

"Great team and great to work with"

Village Hotels

"A customer facing parking management company who value client relationships over profit"

The Gym Group

"Customer service is very proactive and responsive, and we have a good working relationship with the team"

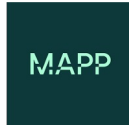
MAPP

"We're delighted to have a new permit system that is flexible enough to suit our complex and specific needs."

It's been a pleasure working with GroupNexus in the planning and implementation phases of this project. They have promptly assisted with queries, making it a smooth journey from start to finish."

Warrington & Halton Teaching Hospitals NHS Trust

Some of our Clients:



Thank you



Group**Nexus**[®]