



**ocean
Parking**

YOUR PARKING PARTNER

Mobile Ticketing



Enforcement



Self
Ticketing



ANPR



Permit
Management



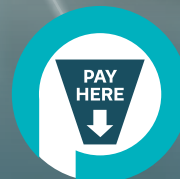
Marshalling



Parking Warden
Services



Pay & Display



Bespoke
**Car Park Management
Solutions**

Care Parking is a division of **ANCHOR**
group services

www.oceanparking.co.uk

Bespoke
Car Park Management
Solutions

Every landowner's needs are different. That's why at Ocean Parking – we tailor our services to your specific needs.

Safe | Smart | Fair

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Parking+

As part of a larger group, we have a thorough understanding of our customer's expectations and the importance of enhancing the overall efficiency of your car park.

We manage 20,000 car parking spaces in the UK and have ten years' worth of knowledge and experience delivering our creative solutions to a wide range of sectors.

Using this experience and by listening to your pressure points and your objectives, we will create an effective and reliable package for you, allowing everyone to benefit from a better parking facility.

Not only that, our packages are data rich, comprised of inter-related data points such as payment transactions, occupancy, sensor, enforcement, and length of stay data. With the appropriate technological blend, this data can be analysed and organised into valuable insights, which you can then use to understand and predict customer/visitor behaviour patterns.

And as an Approved Operator of the British Parking Association, we work to the highest professional standards.

About Ocean Parking

Recognising the need for a managed parking service that was not necessarily focused on enforcement revenue, we used our experience in the wider FM sector to develop Ocean Parking.

Utilising the resources provided by our larger company, Anchor Group Services, we are uniquely positioned to offer a blended Parking+ service. Meaning our Ocean Parking team are backed with the training,



technology and a 24hr help desk to support them in delivering a versatile nationwide service.

Continually embracing technology, Ocean Parking has invested heavily in developing our back-office systems. We provide transparency of the full lifecycle of parking enforcement data, from issue to recovery action and every step in between.

It's all about you!

We work with you to develop a range of parking solutions focused on addressing your pinch points and enhancing the overall efficiency of the car park.

What we will achieve for you:

- Providing a seamless planning and mobilisation process that clearly sets out the key objectives.
- Agree a clear and transparent reporting process that provides you with meaningful data.
- Increase the safety and security of your parking areas.
- Maintain a free flow of traffic around your location, with unobstructed access / egress.
- Maximise the availability of parking spaces for genuine customers / visitors to your site.
- Effectively manage and ensure compliance with disabled parking regulations.
- Develop cost-neutral enforcement solutions and nil-cost added value services.
- Assist you in crafting a PR-positive case for parking management.
- Create alternative revenue streams through tariff payment solutions and electric vehicle charging installations.



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Accreditations

We currently hold and are underpinned by the following quality approved systems and processes:



Zero cost solutions

Using ANPR technology provides visitors with a secure and efficient service whilst providing operators with the best return on their investment through increased charge enforcement.

Offering even greater return on investment, many Ocean Parking installations are fitted free of charge – providing ANPR benefits without any upfront cost.

Increase footfall & revenue generation

With a collaborative approach, we can make the visitor journey an enjoyable experience, with spaces available for genuine users of the facility, encouraging repeat custom and resulting in higher footfall. By upgrading to the latest 'smart' Pay & Display technology, we can demonstrate the year on year revenue benefits.

Round the clock support

As a national FM provider, we benefit from having a 24-hour help desk and fully accredited control centre which enables us to address parking queries anytime day or night. Our customer services and payments lines are operational 24 /7, 365 days a year.

Our Services

Choose from our comprehensive range of services to create a fully integrated solution.

ALL our parking officers are SIA licensed and trained in conflict management and WorldHost customer services



ANPR

Ocean Parking will install and monitor reactive High Definition Automatic Number Plate Recognition (HD ANPR) camera systems to capture vehicles entering and exiting the site, enabling accurate footfall reporting whilst pushing that information through our back-office system for approval or generation of a parking charge notice.



Parking Warden Services

A highly trained, uniformed presence who will patrol your car park seven days a week and work in unison with the security and management teams. Alongside contravention enforcement, responsibilities include customer assistance, traffic management, breakdown assistance, maintenance review and reporting.





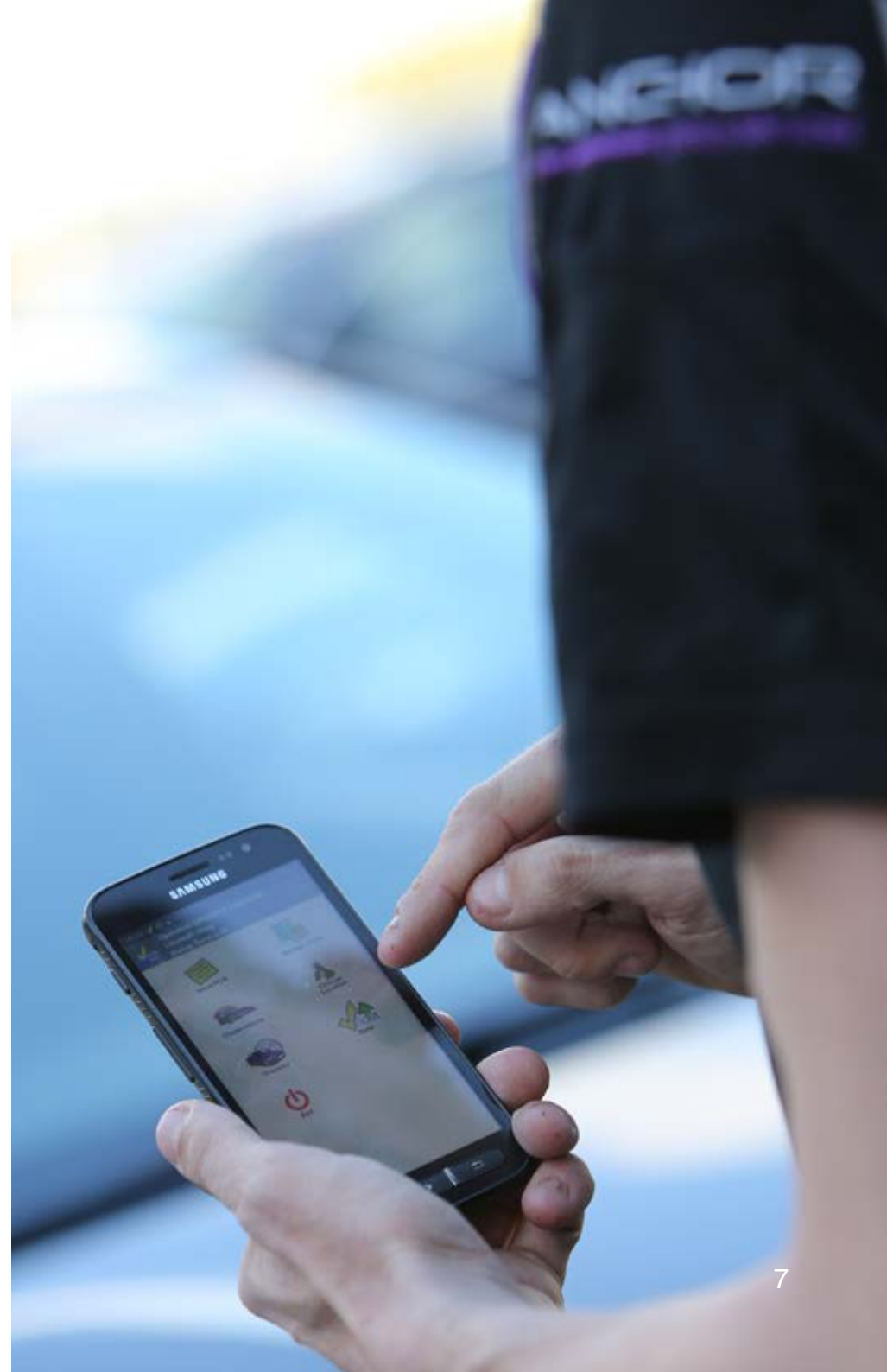
Mobile Ticketing

We employ a nationwide network of Mobile Patrol Officers who work around the clock. Presenting the right image with clearly branded uniforms and company vehicles, each are fully equipped and individually vetted to meet the strict requirements of the security industry.



Pay and Display

Often the simplest and most cost-effective solution to generate revenue from parking areas. We manage all aspects, including cash collections and maintenance. Our range of bespoke solutions can include: cash, contactless, credit card, pay by app or payment by phone.



...Continued

Our Services



Permit Management

Linked to a back office system which contains indexed details of authorised vehicles, all permits are issued with hologram logos to prevent forgery. We have a number of flexible options to meet your specific requirements, allowing for temporary replacement vehicles and different visitor permit options.



Marshalling

Available either as a standalone service or as part of a car park management package, we can provide trained marshals during peak times to assist your security team.



Self Ticketing

An ideal solution for remote areas with troublesome parking. We allocate a handheld device to your site for your security team, caretaker or site manager to enable them to issue Parking Charge Notices to vehicles. The information is then transmitted to our back office team to process via the DVLA.



“Ocean Parking’s enforcement solutions are generally cost neutral and will self-fund”

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Our Mobile Response Team

The 'Vector' mobile response team is the first of its kind in the UK. Vector acknowledges that whilst the requirements for parking services are greater during daytime hours, there is undoubtedly a requirement for these services overnight and, additionally, there is greater requirement for a licenced security presence. By combining these departments, we have created a fast and efficient 'round the clock' services solution that enables us to add value to the core services we deliver.

Additional benefits

Not only will our customers benefit from a free of charge security presence every time Vector visit your site, our other services are easily integrated together, such as;

- fully accredited locking / unlocking service,
- building patrols,
- vacant property inspections and
- key holding / alarm response services.



Alarm response

Vacant property inspection

Building patrol

Key holding

Enhanced security

Lock / unlock service



VECTOR
Mobile patrol & response

By consolidating your supply chain, our integrated solution helps you to reduce your fixed costs and improve your organisational flexibility and service quality.

Unlike companies whose business model solely relies on ANPR, we have invested in a 16 vehicle 24-hour mobile fleet who will respond to any of your requirements in under 60 minutes. The chargeable security services we deliver also offset the running costs of this response team, so there is no pressure for our team to issue PCNs to make our services sustainable. As a result, our teams deliver a fairer, more ethical car park management solution.

As standard, every vehicle in our response team is branded to provide an overt security presence as well as a visible parking contravention deterrent. Each vehicle is also equipped with the following items as standard:

- Live Vehicle Tracking
- Front and Rear Facing CCTV Cameras
- Satellite Navigation
- BS7984 Compliant Key Safes
- Incident Management Kits
- Temporary CCTV Installation Kits
- Spill and Hazard marking Kits
- First Aid Kit
- Battery Jump Start Unit
- COVID-19 Cleaning Equipment

In addition to being highly trained parking services operatives, our Vector response team also benefit from holding a Security Industry Authority (SIA) licence, First Aid at Work, WorldHost Principles of Customer Services and conflict management qualifications.

**60 minute
SLA response time.
Guaranteed.**

Added Value

All members of Ocean Parking's Mobile Response Team are equipped with live reporting technology which enables them to perform a range of added value reporting services, which are automatically escalated to the client management team.



Health and Safety Reporting

Our parking staff constantly assess and report Health and Safety issues throughout the sites we patrol. Any findings during these patrols will be reported directly to the onsite team and the client, and Ocean Parking will offer full assistance in rectifying or making safe any issues that arise.

Park Mark Accreditation

Ocean Parking will support the client in bringing all aspects of their car park to the highest standard in order to achieve the Park Mark Safer Parking standard, and we will obtain it on their behalf.

Customer Service Training

Every member of staff receives extensive customer service training, concentrating on first contact and communication skills. Our staff are sourced from the local area and therefore have the knowledge to advise members of the public on available parking, parking restrictions, local amenities, events, tourist information and directions.

Conflict Management Training

Every member of Ocean Parking's mobile team is extensively trained in conflict management to enable them to proactively address any potential issues on site. As car park management is such an emotive subject, we are proactive in the mitigation of potential issues. All mobile staff are also issued with body worn cameras.

SIA Licensing

All Ocean Parking team members have active Security Industry Authority Licenses. This enables the visiting operatives to provide additional support to the onsite security team and also provides a free-of-charge uplift in the security presence. All operatives are also screened to British Standard 7858.

Reporting

Parking data is a largely untapped, yet invaluable resource which provides indications of wider trends that enable informed decisions in other business areas.

By combining data from ANPR, Payment Kiosks, PayByPhone and even EV Charging points, we can assist you in streamlining your operations and provide you with predictive analytics.

BENEFITS:

Operational efficiency – identifying problems before they occur, reducing the actions needed to correct them and saving on time as a result

Greater understanding of customer base – by using heat maps of the most popular dates and times and average duration times, you can adapt your strategy to improve the customer experience

How our enhanced data & analytics platform adds real value:

- Allows landlords, managing agents and tenants to gauge trends in customer behaviour; such as understanding peak periods, trends in visitor frequency and dwell times, demographics based on vehicle models.
- Data on vehicle types (i.e. petrol, diesel, electric) enables clients to respond accordingly with site set-up and potentially demonstrate sustainability improvements.
- Clients with multi-site portfolios can instantly compare assets, facilitating an understanding of trends across their entire estate.

“ We analyse
over 20m ANPR reads
annually ”

Take a look at what our customers have to say;

Since awarding their first retail park in September 2013 Ocean Parking have provided a consistent and transparent parking service that has always met ours, and our client's, objectives.

Since the initial contract award their approach to partnership has made it easy for us to award them a further 14 contract locations, predominantly in the retail sector.

Ocean Parking are now the only parking company me and my team will use on our retail property portfolio.

Partner – Vine Property Management

Ocean Parking have continued to demonstrate both their professionalism and support from the senior management throughout the contract, which has provided consistently high standards in the car parks. I am happy to recommend their services.

Centre Manager – MKAML

Ocean Parking have been contracted to manage my portfolio of 15 developments for over seven years, during this period there have been marked improvement to the standard of parking experienced on site. Complaints relating to parking which were received daily prior to appointing Ocean Parking are now non-existent.

They manage the allocation of over 3,500 permits seamlessly and have completely taken the burden of this responsibility away from me.

I would certainly recommend their services.

Associate – Scanlans Property Management

Anchor are a true service partner in every sense. Collectively they understand our culture and continually adapt to meet our evolving service model and client needs. Their passion, flexibility and commitment to support us in achieving service excellence is exceptional and promotes great working relationships.

Senior Facilities Manager – Avison Young



Other Services

SECURITY

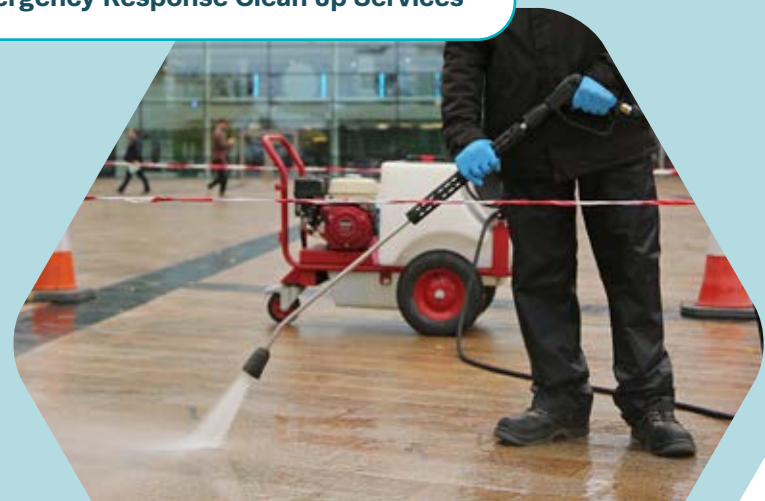
- Manned Guarding
- Shopping Centre Security
- Concierge & Reception
- Mobile Patrols, Lock & Unlock, Key Holding & Alarm Response
- Control Room Services
 - Help Desk & eReception
 - Time & Attendance Monitoring
 - Lone Worker Monitoring
 - Site Scheduling
 - Vehicle Tracking
- CCTV Installation & Monitoring
- Detector Activated CCTV Solutions
- Visual Verification Monitoring

CLEANING

- Daily Office Cleaning
- Shopping Centre Cleaning
- Commercial & Industrial Cleaning
- Reactive Cleaning
- Event Cleaning
- Periodic Deep Cleaning

CARE PROPERTY

- High Level & Window Cleaning
- Jet Washing & External Cleaning
- Planned & Reactive Maintenance
- Landscaping
- Emergency Response Clean up Services



Find out more

We'd be delighted to talk to you about your individual requirements and how Ocean Parking can provide a fully bespoke and integrated solution to meet them.

Info@oceanparking.co.uk
01244 354700

Seasons House
Lakeside Business Village
Ewloe
Deeside, CH5 3YE

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Ocean parking is a division of

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