

1. Operations Plan

Manly Wharf Car Park Operations Plan

Secure Parking Method of Operation

Secure Parking understands that every car park is different, and to approach a site with only a general and basic plan does not take advantage of the specific needs of the Manly Wharf Car Park. To optimise every aspect of the current car parking facilities, Secure Parking has created a unique set of operational approaches that seek to fully utilise all aspects and relationships within the car park and its surrounding environment.

Car Park Automation

Secure Parking recommends a balance between automation of the site while integrating a valet attendant peak periods. This valet team would provide assistance to customers to ensure the safe and friendly operation of the Manly Wharf car park.

The equipment is controlled via a control room and payment is through Automatic Pay Stations [APS]. The APS is located in a centralised, high pedestrian thoroughfare area with the highest possible security. The exit gates also accept credit card payments.

Manly Wharf Access Control Equipment



The APS facilitate customer payment, work 24 hours and require very little maintenance providing preventative maintenance is carried out on a regular basis.

On site boom gates, CCTV's and APS machine equipment can integrate to our 24/7 National Control Centre which is located at North Sydney which will assist the on site control room during peak periods as well as providing after hours support to minimise operating costs for the Manly Wharf.



Remote Control Room – Secure Vision

What is it?

The National Control Centre (NCC) comprises three separate control centres. These centres are linked nationally via an IT network to enable remote control of all included car parks. This control is achieved via CCTV cameras (video) and intercoms (audio). This allows effective, immediate two way communication with customers. The NCC further comprises computer hardware and software to control the car park equipment remotely. The NCC allows Secure Parking to automate sites whilst still maintaining (and even improving upon) customer service levels, audit and reporting amongst others.

Where is it?

The main control room is located in NSW (North Sydney Head Office). The other control rooms are in Brisbane (Festival Car Park) and Parramatta (Western Sydney Office). Essentially the three control centres are linked, so remote monitoring of all car parks can be undertaken at any site.

What does it do?

The NCC has as its core tasks the following:

- Customer service – responding and acting appropriately to customer enquiries via intercom, telephone and email.
- Car park, equipment, vehicle, staff and customer security – providing ongoing surveillance of the car parks, recording of images and sound and acting upon demonstrable and potential security threats,

What else does it do?

The NCC also contributes to the following additional duties:

- Programming of permanent parker (monthly parker) cards.
- After hours call outs.
- After hours telephone support.
- Reporting.
- System back ups.
- Shift and data entry.
- Other general administrative tasks.

When does it operate?

The NCC operates 24 hours/ 7 days per week. It is operational and staffed every day of the year at all times.

Who operates it?

The NCC falls within the management of the Operations team. The NCC is staffed by trained Secure Parking staff.

Why do we have a control room?

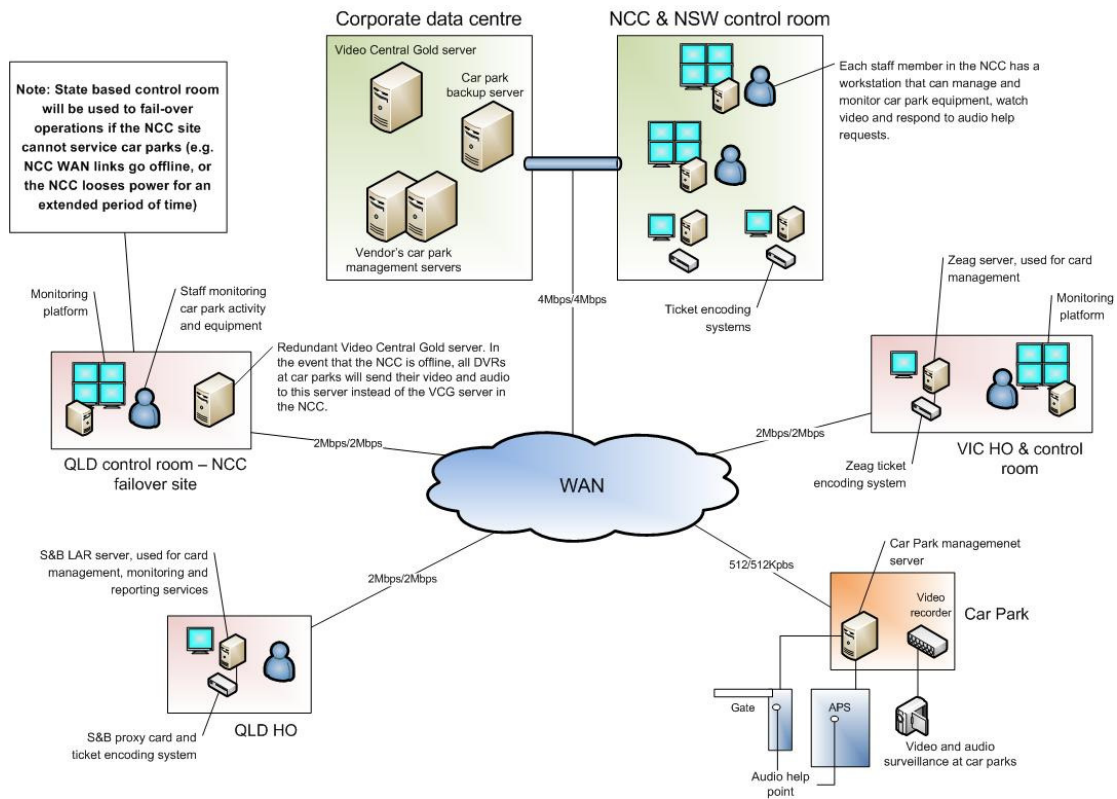
The NCC provides numerous benefits to the short and long term strategy of Secure Parking. Key benefits include:

- Enabling a true 24 hour business.
- Promoting a centralised “One Secure”.
- Enabling/ supporting site automation and the benefits that flow from it.
- To fully utilise the technologies available to our industry and meet market demands.

How does it operate?

The NCC will accept calls and enquiries from any connected car park within the country. The NCC interacts firstly with customers via video/ audio communication as per the following diagram. This communication is commenced when a customer depresses an intercom “Help” button, or when NCC staff proactively instigate. Once a button is depressed the call is placed in a queue to await response from NCC staff. Upon acceptance of the call, the NCC staff is automatically directed to the intercom point and CCTV camera. This is witnessed as a car park map and camera appropriate to the intercom location, that automatically appears on the NCC staff television monitors.

The NCC then interacts secondly with the car park equipment and infrastructure. This is as per the following diagram, and enables NCC staff to control various functions of the car park acces/ control equipment. This includes control of boomgates, control of ticket machines, control of APS machines and CCTV equipment.



All “Help” point activated communications are dealt with via a desk mounted (or headphone) intercom, and workstation computer/ monitors. Each control room is identical in terms of the monitor layout and functionality.

Importance to Secure Parking

The NCC is an extremely important and exciting development for Secure Parking, this places the company at the cutting edge of technology and customer service. The NCC staff represent Secure Parking to the wider public and share in the substantial responsibility that comes with managing multiple sites remotely. The NCC also provides Secure Parking with a competitive advantage in that multiple car park equipment brands can be integrated and monitored.

Hours of Operation

Secure parking recommends that the Manly Wharf car park be operated on a 24 hours – 7 days a week basis to best cater for hotel guests.

Valet staff

The car park currently has 70 marked self park bays. Secure Parking recommends this operation stay in place during off peak periods, however we would suggest the area be “stacked” to maximise the available space. With the introduction of Valet parking attendants the car park is able to hold another 26 stack parked cars. Valets can be organized by Secure Parking in advance for Manly Wharf peak periods. The valets would have a very simple procedure;

- Customer arrives on site at drop off/collection zone inside the existing boom gates
- Valet greets customer and assists from vehicle
- Customer leaves car park
- Valet drives vehicle to nested area and stack parks vehicle
- Upon customer return customer is greeted by Valet at drop off/collection
- Customer uses APS and has ticket validated
- Valet brings customers vehicle to drop off/collection zone inside the exit gates
- Customer enters vehicle and proceeds to exit with validated ticket

This procedure is very effective in maximising available space from car parks. To maximise available space at the Manly Wharf car park Secure Parking recommends the valet service only be used during peak periods and be organized in advance.

There is an attendant onsite 7 days per week. Currently Secure Parking allows cars to be stack parked should there be a requirement. However with large events Secure Parking converts the operations to a full valet site as outlined.

Maintenance

Secure Parking offers a detailed reactive, preventative and comprehensive maintenance program. Secure parking utilise the services of our internal technicians and also external contracted technicians. All aspects are co-ordinated by Secure Parking.

The time for responding to intercom calls is within 12 seconds. Our standard script is as follows: *"Manly Wharf Car Park customer service, how may I help with your enquiry?"*.

The response times for resolution/ attendance to equipment issues are estimated as follows:

Control Room	24/7	12 seconds
Normal hours	0900 – 1700	5 minutes maximum
After hours	0600 – 0900, 1700 – 2200	5 minutes maximum
Other	2200 – 0600	2 hours maximum

Should a technical fault require the skills of our dedicated SecureTech department, on a higher level basis, the following will apply:

Control Room	24/7	12 seconds
Normal hours	0900 – 1700	6 hour maximum
After hours	0600 – 0900, 1700 – 2200	10 hours maximum
Other	2200 – 0600	14 hours maximum

World's Best Practice

Secure Parking adheres to and strives to achieve best practices at all sites, largely driven through qualified staff, initiatives and recommendations and robust financial and control procedures.

In terms of Best Practice, Secure Parking can provide the following exclusive initiatives and programmes:

Detailed Local Operating Procedures and Fully Trained Staff

Secure Parking has an enviable record of success in every aspect of parking management and a wealth of management experience.

Our quality control procedures are detailed in our policy and procedure manuals and include:

- General administration procedures
- Disciplinary procedures
- Job description and qualifications
- Training and performance appraisal
- Customer complaints handling procedures
- Document control procedures
- Internal audit procedures
- Audit reports, analysis and management review

- Inquiry handling and contract review procedure
- Purchasing, supplier control, goods receiving, storage supplier
- Payments
- Parking and ticket control procedure
- Car park security procedure
- Vehicle breakdown
- Calibration, maintenance, servicing and testing
- Assessment of service quality

Implement Operational Excellence Audits

A regular (bi-annual) Operational Excellence Audit is undertaken – an exclusive programme for Secure Parking sites. These benchmarking audits focus on the customer experience and operational standards and all managers are very focused on achieving a high rating in this area of business performance.

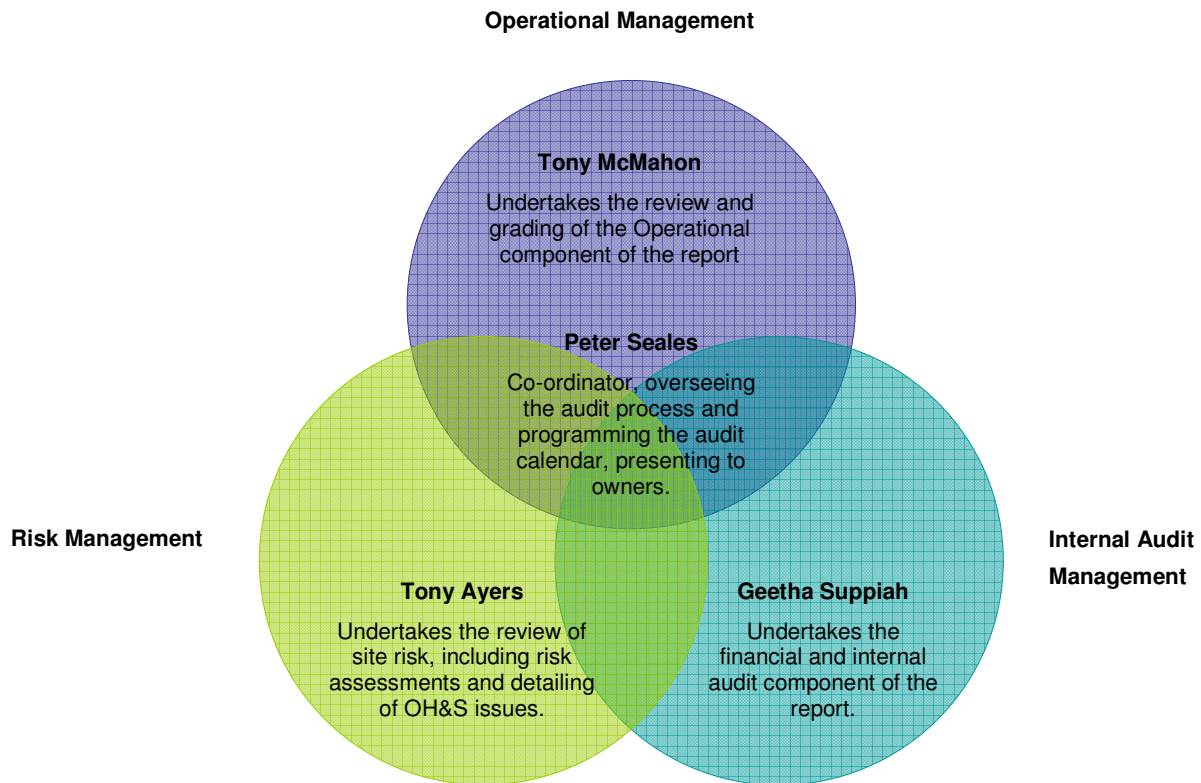
Operational Excellence is the review, examination, auditing and benchmarking of our processes with the objective of improving quality and efficiency in every aspect of our operations.

The objectives of an Operational Excellence review are to ensure that:

- We are meeting our own internal standards and procedures
- Our financial controls are robust and that we are not risk financially
- We are meeting our contractual obligations
- We are complying with laws and regulations

The Audit takes on a standard template format, but can easily be customised to suit an individual client’s requirements or specific car park needs.

Our Operational Excellence Team comprises the following:



Secure Parking

OPERATIONAL EXCELLENCE - Secure Parking (Scoresheet)

Score 1: 0.00%					Score 2: 0.00%				
Item	Maximum Score	Actual Score	Weight	Weighted Score	Item	Maximum Score	Actual Score	Weight	Weighted Score
Site: Wynyard Car Park Date 1: 21-Apr-08 Reviewer: Chris Wade/ Scott Seeto/ Tony Ayers Date 2: Reviewer:									
Standard Of Facility Cleaning					Standard Of Site Maintenance				
1	1	0	6	0.00	1	1	0	6	0.00
2	2	0	2	0.00	2	2	0	2	0.00
3	2	0	2	0.00	3	2	0	2	0.00
4	2	0	2	0.00	4	2	0	2	0.00
5	1	0	1	0.00	5	1	0	1	0.00
6	2	0	2	0.00	6	2	0	2	0.00
7	1	0	1	0.00	7	1	0	1	0.00
8	3	0	3	0.00	8	3	0	3	0.00
9	3	0	3	0.00	9	3	0	3	0.00
10	2	0	2	0.00	10	2	0	2	0.00
11	2	0	2	0.00	11	2	0	2	0.00
12	2	0	2	0.00	12	2	0	2	0.00
13	1	0	1	0.00	13	1	0	1	0.00
14	2	0	2	0.00	14	2	0	2	0.00
Payment And Equipment					Signage				
15	20	0	5	0.00	15	22	0	7	0.00
16	1	0	1	0.00	16	2	0	2	0.00
17	2	0	2	0.00	17	2	0	2	0.00
18	2	0	2	0.00	18	2	0	2	0.00
19	2	0	2	0.00	19	2	0	2	0.00
20	2	0	2	0.00	20	2	0	2	0.00
21	2	0	2	0.00	21	2	0	2	0.00
22	2	0	2	0.00	22	2	0	2	0.00
23	3	0	3	0.00	23	2	0	2	0.00

Item	Maximum Score	Actual Score	Weight	Weighted Score	Item	Maximum Score	Actual Score	Weight	Weighted Score
Other Procedures									
97	3	0	2	0.00	97	3	0	2	0.00
Operations									
98	32	0	13	0.00	98	32	0	13	0.00
99	3	0	3	0.00	99	3	0	3	0.00
100	3	0	3	0.00	100	3	0	3	0.00
101	3	0	3	0.00	101	3	0	3	0.00
102	3	0	3	0.00	102	3	0	3	0.00
103	3	0	3	0.00	103	3	0	3	0.00
104	3	0	3	0.00	104	3	0	3	0.00
105	2	0	2	0.00	105	2	0	2	0.00
Valet Operations									
106	18	0	2	0.00	106	18	0	2	0.00
107	3	0	3	0.00	107	3	0	3	0.00
108	3	0	3	0.00	108	3	0	3	0.00
109	3	0	3	0.00	109	3	0	3	0.00
110	3	0	3	0.00	110	3	0	3	0.00
111	3	0	3	0.00	111	3	0	3	0.00
Risk Assessments									
112	3	0	3	0.00	112	3	0	3	0.00
113	3	0	3	0.00	113	3	0	3	0.00
114	3	0	3	0.00	114	3	0	3	0.00
115	3	0	3	0.00	115	3	0	3	0.00
116	3	0	3	0.00	116	3	0	3	0.00
117	3	0	3	0.00	117	3	0	3	0.00
118	3	0	3	0.00	118	3	0	3	0.00
119	3	0	3	0.00	119	3	0	3	0.00
120	3	0	3	0.00	120	3	0	3	0.00
121	3	0	3	0.00	121	3	0	3	0.00
122	3	0	3	0.00	122	3	0	3	0.00
Contract Compliance									
123	3	0	3	0.00	123	3	0	3	0.00
124	3	0	3	0.00	124	3	0	3	0.00
125	3	0	3	0.00	125	3	0	3	0.00
126	3	0	3	0.00	126	3	0	3	0.00
127	3	0	3	0.00	127	3	0	3	0.00
128	3	0	3	0.00	128	3	0	3	0.00
129	3	0	3	0.00	129	3	0	3	0.00
130	3	0	3	0.00	130	3	0	3	0.00
131	3	0	3	0.00	131	3	0	3	0.00
132	3	0	3	0.00	132	3	0	3	0.00
Other Findings									
133	3	0	3	0.00	133	3	0	3	0.00

SAMPLE

Item	Maximum Score	Actual Score	Weight	Weighted Score	Item	Maximum Score	Actual Score	Weight	Weighted Score
Level Of Business									
38	18	0	2	0.00	38	18	0	2	0.00
39	1	0	1	0.00	39	1	0	1	0.00
40	2	0	2	0.00	40	2	0	2	0.00
41	1	0	1	0.00	41	1	0	1	0.00
42	2	0	2	0.00	42	2	0	2	0.00
43	2	0	2	0.00	43	2	0	2	0.00
44	2	0	2	0.00	44	2	0	2	0.00
45	2	0	2	0.00	45	2	0	2	0.00
Staff									
46	36	0	12	0.00	46	36	0	12	0.00
47	2	0	2	0.00	47	2	0	2	0.00
48	3	0	3	0.00	48	3	0	3	0.00
49	3	0	3	0.00	49	3	0	3	0.00
50	3	0	3	0.00	50	3	0	3	0.00
51	3	0	3	0.00	51	3	0	3	0.00
52	3	0	3	0.00	52	3	0	3	0.00
53	3	0	3	0.00	53	3	0	3	0.00
54	3	0	3	0.00	54	3	0	3	0.00
55	3	0	3	0.00	55	3	0	3	0.00
56	3	0	3	0.00	56	3	0	3	0.00
57	3	0	3	0.00	57	3	0	3	0.00
58	3	0	3	0.00	58	3	0	3	0.00
59	3	0	3	0.00	59	3	0	3	0.00
Security									
60	21	0	10	0.00	60	21	0	10	0.00
61	3	0	3	0.00	61	3	0	3	0.00
62	3	0	3	0.00	62	3	0	3	0.00
63	3	0	3	0.00	63	3	0	3	0.00
64	3	0	3	0.00	64	3	0	3	0.00
65	3	0	3	0.00	65	3	0	3	0.00
66	3	0	3	0.00	66	3	0	3	0.00
Training									
67	15	0	7	0.00	67	15	0	7	0.00
68	2	0	2	0.00	68	2	0	2	0.00
69	3	0	3	0.00	69	3	0	3	0.00
70	3	0	3	0.00	70	3	0	3	0.00
71	3	0	3	0.00	71	3	0	3	0.00
72	3	0	3	0.00	72	3	0	3	0.00
OHS									
73	10	0	9	0.00	73	10	0	9	0.00
74	2	0	2	0.00	74	2	0	2	0.00
75	2	0	2	0.00	75	2	0	2	0.00
76	3	0	3	0.00	76	3	0	3	0.00
Financial									
77	31	0	19	0.00	77	31	0	19	0.00
78	2	0	2	0.00	78	2	0	2	0.00
79	2	0	2	0.00	79	2	0	2	0.00
80	2	0	2	0.00	80	2	0	2	0.00
81	2	0	2	0.00	81	2	0	2	0.00
82	2	0	2	0.00	82	2	0	2	0.00
83	2	0	2	0.00	83	2	0	2	0.00
84	2	0	2	0.00	84	2	0	2	0.00
85	2	0	2	0.00	85	2	0	2	0.00
86	2	0	2	0.00	86	2	0	2	0.00

Occupational Health & Safety

Policies & Rehabilitation Plans

Secure is committed to providing and maintaining a working environment that minimises workplace risks to ensure the health, safety and welfare of all its employees and any other contractors or customers. Such an environment promotes productivity as well as assuring the quality of working life for all our team members.

Focus on Prevention

Secure's focus is on prevention of accidents, injury and illness by implementing occupational health and safety systems and integrating these systems into all aspects of work. The co-operation of employees at all levels is sought through teamwork to ensure that a safe environment exists for everyone.

Injury Management

Secure have a detailed policy and procedure regarding how we manage an employee that may be injured in the course of performing their duties at work. We have a Return to Work Coordinator that manages this process to get the best outcome for all concerned. We aim to have no incidents and no accidents within our business, but if one does occur we quickly respond to the individual and business needs by developing a program that will return the injured worker to work as soon as possible and as soon as they are able. We can offer a range of suitable duties to injured staff if required, and a program is devised in close consultation with qualified rehabilitation officers to allow a schedule of work to be devised that suits the condition of the employee and the needs of the business.

Responsibilities

The Operations Manager is responsible for co-ordinating all Occupational Health and Safety issues. The Commercial Area Managers are responsible for the day to day compliance with Secure's Occupational Health and Safety Policy.

Statutory Obligations

State and Federal legislation places responsibilities and duties upon all staff in the workplace. Managers and employees must be aware of the Acts and Regulations that are relevant to their work area. Federal and State laws and all applicable standards, codes and guidelines are regarded as minimum requirements. Developing an effective system for each particular area is a means of complying with the legislation.

Occupational Health & Safety Personnel

Personnel at senior levels are available to inform and advise managers, employees and OH&S workplace committees.

Air Quality

Secure Parking is committed to the best possible air quality in all our car parks. We regularly calibrate and measure air quality and pollution levels and make best use of electric fans and exhausts where appropriate.

Vehicles

Secure Parking will ensure that no vehicles used in the contract produce excessive emissions. All vehicles will be routinely monitored to ensure exhaust emissions are within levels required by NSW environmental legislation. All vehicles purchased will use unleaded fuel. No vehicles with fuel or oil leaks will be brought onto the car park sites, and repairs will be undertaken immediately to repair any mechanical deficiencies.

Secure Parking

To ensure residues from wash down do not pollute storm water, all vehicles will be washed only in areas approved for this purpose at our Head Office site.

Cleaning & Washing

All work undertaken within the car parks (including sub-contractor work) will be monitored to ensure storm water is not polluted from cleaning and washing. Only water based, non-toxic, no VOC paints will be utilized, with water used to clean brushes and rollers.